

## **GEP – COMMUNICATION AND REPORTING**



### **Introductory Notes:**

Communication is an everyday activity, even if only in emails or drawings. Good and clear communication is essential for efficient workplace operation. This GEP provides some guidelines for good practices in communication.

1. Good communication skills are a hallmark of professionals. Practice clear and accurate communication – verbal or written.
2. Limit jargon, acronyms, mnemonics and abbreviations. Don't assume that the receiving party is aware of all your jargon and terms.
3. Be precise about properties, parameters and conditions. Be precise about the content of any subject communicated.
4. Communicate manufacturing processes well by properly documented procedures with clear steps or stages to be applied.
5. Communicate well by thorough but focused and structured reports (refer to E4A's guidelines for core structure).
6. Do objectives setting in SMART terms to communicate clear targets and goals. (S = Specific, M = Measureable, A = Attainable, R = Relevant, T = Timely).
7. Use clear synopses or summary overviews as lead in to all communication.
8. Data (and time in some cases) of all written communication is essential. Sign off all communications or state your name. A personal protocol for dates (e.g. headers and footers) should be used for standardization. Even fill notes should be dated and author acknowledged.
9. Proof reading and checking of written communication is important. Drawings (a form of communication) should be signed off before filing or issue by a second party.
10. Use SI (Standardized International) units for technical communications.
11. Ensure your message is structured to the needs, knowledge and language of your audience or target market.
12. Ensure your email communications are well presented with clear subject lines, point form and main contact details. (Refer also to E4A's guidelines on emails and digital communication.)

All checklists, and other support documents supplied by E4A are supplied as general guidelines only and no warranty or guarantee is intended nor provided. All risks of use reside with the person or organization using these checklists or other documents.