

ETC Unit 2- Technical writing

BUSINESS REPORTS

INTRODUCTION

The word “Report” has been derived from Latin word “reportare” which means “to carry back”. It is the description of an event carried back to someone who was not present on the scene. Scientists, engineers, executives, administrators make the use of reports. Reports include careful investigation, Sound Thinking, Logical organization, and Clear Writing.

Objectives of Report Writing:

1. To inform about the recent development in the company/product/market
2. To show potentiality of new product.
3. To show feasibility of a plan
4. To persuade the management for various facilities/grievance redressal

Learn about readers:

1. What do they want to know?
2. How much do they like to know?
3. Why do they need this report?
4. Which type of presentation would be more appropriate from the reader’s point of view?

Questions for you before you start report preparation:

1. What am I asked to do?
2. What do I need to know to carry out the task?
3. How many details do I need to know to prepare the report?
4. From where would I get the information?
5. How should I collect the information?
6. How should I organize the information?

ORGANIZATION OF A REPORT

The report can be organized in the following ways:

1. Letter Form
2. Memorandum Form
3. Letter – Text Combination Form

IMPORTANCE

A report is a formal communication written for a specific purpose; it includes a description of procedures followed for collection and analysis of data, their significance, the conclusions drawn from them, and recommendations, if required.

The importance of Report is as under:

- Help to perform his functions of planning and evaluating men and material resources efficiently
- To improve working process of production, distribution, comparison
- To get better understanding
- To develop the power of Description, Organization, Judgement, Communication

TYPES

The report can broadly be classified into two.

Oral	Written
Immediate feedback	No immediate feedback
Not a permanent record	A permanent record
Needs to comprehend quickly	Can think and take time to understand
Irrelevant facts may appear	Only relevant facts are given
Can't refer again and again	Can refer again and again
Has less professional value	Has more professional value

The written report can further be classified into

1. Informal
2. Formal

And formal report can also further be classified into

1. Informational
2. Interpretive
3. Routine

STRUCTURE OF REPORT

(1st Page)

- **Heading or Title**
- **Prepared by : Name & Designation**
- **Submitted to : Name & Designation**
- **Date**

THE BODY OF THE LETTER

(2nd Page)

1. **Introduction**
 A Reference
 B Subject of Study
 C State Problem

(One or two paragraphs)

(3rd Page)

2. **Findings/Problems/Causes**

(Three paragraphs or you can write in the form of points)

(4th Page)

3. Recommendations

(one or two paragraphs or you can write in the form of points)

Signature

REPORTS

1. Write a report giving your opinion about the medium of instruction – English or regional language in the engineering colleges of Gujarat. Address your report to the dean, Faculty of Engineering and Technology, Saurashtra University, Rajkot.
2. You are a management trainee in Atmiya InfoTech Pvt. Ltd., Yogidham, Rajkot, dealing with marketing of software. There has been a slight change in the market as a result of which you need to suggest some innovative marketing strategies to the director of the company.
3. You have been asked by a manufacturing company to report on the advisability of locating one of their plants in Rajkot. Selecting any line of business with which you are familiar. Draft a report.

TECHNICAL PROPOSALS

Definition

A proposal is an offer to do a certain project for someone. Proposal includes

- Technical Background

- Recommendations
- Results of Surveys
- Possibility of Project etc

Proposal demands the approval, fund and permission to start the project in any company or organization.

Purposes

The purposes of preparing the proposals are as under:

- To survey areas for different sources
- To establish new industrial units, lbs, buildings, roads etc
- To organize any technical and non technical event
- To modernize the procedures of the company/firm/organization
- To improve the quality of engineering and technical education

Thus the proposals are prepared to solve the problem, to find out an option for procedure, to offer advice or training, to conduct research on a topic and so on.

Types

Internal or External Proposals

If you write a proposal to someone within your organization, it is an internal proposal and external proposal is one written from one separate, independent organization or individual to another such body.

Solicited or Unsolicited Proposals

If a proposal is solicited, the recipient of the proposal in some way requested the proposal. And Unsolicited proposals are those in which recipient has not requested proposals.

Characteristics

Proposal is an important document in professional communication. The characteristics of the proposal are as under:

- It is more creative and original than any other documents in professional communication
- It has neat and attractive look in appearance
- It may be formal and informal in nature, approach and style
- It helps us to understand customer's point of view and explains the financial viability
- It has all the required elements
- It has plain, objective, direct, precise and clear expressions
- It must have factual information

In brief proposal is always concerned with future. It aims at providing new and creative ideas for future advancement so it requires utmost care in its preparation.

Structure

The structure of the proposal can be as under:

A. Prefatory Parts

- Title page
- Proposal Number (if any)
- Covering Letter
- Table of Contents
- List of Illustrations (optional)
- Summary

B Main Body

- Introduction
- Background
- Objectives or Purpose
- Benefits
- Feasibility
- Scope & Limitation
- Methods & Resources
- Cost Estimate
- Conclusion

C. Back Matter

- Appendices (optional)
- References

The submission of proposal is with COVERING LETTER on the top of the proposal

MODEL ANSWER

Cover Letter

Tuesday, July 28, 2009

Mr Anuj Sharma

Chairman

Diesel Locomotive Works

Varanasi – 221004

Reference: Project Proposal for setting up of a multi-modal gymnasium in DLW

Dear Sir

The attached “Proposal for Setting Up of a Multi-Modal Gymnasium in DLW Institute”, outlines our project for a modern gym. The proposal also aims to satisfy the long pending demand of DLW staff for setting up of a gymnasium with multifarious facilities.

The proposal provides you with an overview of the proposed plan, an outline of the work plan with cost estimate and the suggested plan of action.

The authenticity of the proposal is supported by the fact that many leading organizations in the world including Intel, IBM, TATA, Reliance and others have implemented this concept successfully. For further clarification in this regard you can contact me on 99 999 99999 or anirudh@gmail.com.

Yours truly

Anirudh Gautam

Dy. Chief Personnel Officer

DLW

Enclosure: Proposal for multi-modal gymnasium

LEC-Morbi

Project Proposal

On

SETTING UP OF A MULTI-MODAL GYMNASIUM IN DLW

Submitted to

CHAIRMAN

DLW

By

ANIRUDH GAUTAM

DY CHIEF PERSONNEL OFFICER

DIESEL LOCOMOTIVE WORKS

VARANASI 221004 (UP)

JULY 2009

EXECUTIVE SUMMARY

This proposal is about setting up of a multi-modal gymnasium in DLW so as to restore the health of the staff. Last year DLW Hospital witnessed sickness of employees of DLW. The figure is to increase in present and future if due steps would not be taken. The total cost incurred by DLW due to lost man days and cost of medical treatment was Rs 60 lakh which is likely to increase.

In order to restore the health status of employees of DLW, it is proposed to set up a multi-modal gym at DLW for use by its employees. It would offer different health and fitness programmes. The proposal also includes estimated time schedules for completion and the cost likely to be incurred.

The result of the project would be reduction of lost man-days and associated costs due to medical problems of DLW staff.

TECHNICAL DETAIL OF THE PROJECT

The gym would be equipped with latest and sophisticated instruments for health fitness. Yoga Center with Yogacharaya is also proposed. Up gradation of existing sports and health facilities is also planned.

BACKGROUND

In 1962, when DLW was set up, the sports and health facilities were created on which the employee can take pride for. But now they are not enough and required to be upgraded and new facilities to be added so as to reduce the lost man days due to sickness and health problem.

The recent years have seen a rise in the working pressure at DLW so as to compete the global market. The work and working hours of employee at DLW have increased and that has given rise to health problems.

Hence on this basis the chairman of the company has asked the Personnel Department to put up a proposal for setting up gym and yoga center so as to relieve and reduce the pressure of the employees.

STATEMENT OF THE PROBLEM

The problem of study is to understand the working environment and problems of the employees of DLW and to suggest the measures so as to improve their work efficiency and enthusiasm.

OBJECTIVE

- The main objective of setting up the gym is to ensure fitness for the employees
- The gym would act as a counseling centre for employees

WORK PLAN

Phases

The project is proposed to split up into three phases: (1) set up of fitness centre, (2) installation of equipments, (3) up gradation of existing facilities.

Coordinator

The full time coordinator would be appointed with due qualification and work experience after the approval of Chairman.

Location

It is proposed to locate near Officers' Club.

Area

The total area would be nearly 30,000 sq. ft.

Types of Equipments

Tread Mills

Wall bars

Upright Bicycles

Weight Machines

Manpower

Recruitment of 5 administrative personnel is proposed

Charges

Rs 500 would be deducted from the salary of DLW staff and for external used fee shall be Rs 2000.

Timings

After consultation with staff, the gym would remain open on Saturday and Sunday from 07:30 to 17:30 hrs and during working days it would remain open from 06:00 to 08:00 am and 17:00 to 19:00 hrs in the evening.

METHODOLOGY

For construction work, the civil engineering wing of the company would be consulted and it would float the tender which would club the electric work also.

Purchase of equipment would be single tender from XYZ Gym who are leading manufacturer of gym equipments.

ORGANIZATION OF WORK AND TIME SCHEDULE

List of activities and expected durations

Activity	Duration
Getting approval for proposal	10 days
Formation of Committee	03 days
Budget Approval	10 days
Tender for Civil work	30 days

Single tender for equipments	10 days
Selection of coordinator	10 days
Selection of other work	05 days
Completion of civil work	50 days
Installation of equipments	60 days

PLAN OF ACTION FOR UTILIZATION

There is a requirement to increase fitness and health awareness amongst DLW's employees. Various health awareness programs would be organized and different competitions would be held. So it is expected that a fitness level of staff would increase significantly.

BUDGET ESTIMATE

Given below is the estimate of cost likely to be incurred in setting up the gym. The recurring costs and expected earning is also included.

Sr No	Category of Expenditure	Cost in Rs (million)
	One time cost	9.0
1.	Civil Construction & Electrical	3.0
2.	Equipments	3.0
3.	Selection Process & Core Team Expenses	1.0
4.	Travel & Miscellaneous Expenses	2.0
	Recurring Expenses per year	2.2
1.	Salary & wages	0.5
2.	Maintenance	0.7
3.	Contingencies	1.0
	Expected Income per year	2.0
1.	DLW Members	0.5
2.	Non DLW Members	1.5

It is anticipated that with the setting up of systematic fitness facilities, the overall health levels of the employees shall improve. The chairman is therefore requested to accord approval to the setting up of a gym at DLW.

Tips or Checklist for Writing Good Proposals

- Make sure you use right format
- Write good introduction and mention the specific purpose of the proposal
- Make sure everything written must be in a proper format and logical
- Breakup of the details must be proper
- Address your proposal to the concern department or the person
- Be very simple in preparing the proposal by using simple language and simple understanding of the details of proposal
- Be careful and avoid linguistic (spelling and grammar) errors

Possible Questions

- What is technical proposal? And explain it's propose in brief.
- Discuss the types, characteristics and structure of technical proposal.
- Explain in brief the tips for writing good proposal.
- Prepare the proposal for establishing WI-FI System in your company. Address your proposal to the CEO of company.

TECHNICAL DESCRIPTIONS

Introduction

Technical Description or writing demands the knowledge of set of skills. It includes

- Subject Competence
- Organizational Competence
- Linguistic Competence

This would enable you to be more precise, effective in describing any technical thing, product or service that is being offered by the company or organization. The description aims to convince the customer or client or company.

Definition

Technical Description starts with a definition (formal or informal) of the object or process that you want to describe. The introduction includes the general ideas of the

product or services. And then description is followed by the list of the components that you want to describe.

Technical Description is the process of making an object or idea or process known to someone who is unfamiliar with it. It relies upon strategies of organization such as division and classification, comparison and contrast.

Guidelines for Writing Good Description

Following guidelines would improve your ability of Technical Description

- Begin with an introduction. Introduction must include process and details from beginning to end.
- Methods or Steps of describing any process or product must be brief and easy to understand. They must be in proper sequence.
- It is good to explain every step and its scope, nature and function.
- Ultimately come to the conclusion at the end which would give final result or evaluation of result.
-

HOW TO ORGANIZE TECHNICAL DESCRIPTION?

The Technical Description can be organized in following format:

1. Introduction

Plan the introduction of description of any product or service very carefully. It must

- Indicate the specific object that you want to describe
- Indicate the needs of customer or client. So give the background of the object or product and explain carefully
- Give general description of the object or product and its function, cause or effect
- Give an overview of the contents of the description

2. Background

If the object or product that you are describing is uncommon or not known to all then give the background of it so that common people can understand.

3. Salient Features

The main part of Technical Description is the discussion of each part or special feature of the product or object. You can explain the characteristics of each part or the product so that it becomes easy for anyone to understand.

4. Conclusion

Conclude the description with few general statements and what is the ultimate outcome.

POSSIBLE QUESTIONS

1. Explain the concept of Technical Description.
2. What are the guidelines or tips of writing Technical Description?
3. Discuss the **structure** or the **points** or **format** of Technical Description.
4. Write Technical Description of
 - The input devices : keyboard, mouse, scanner

The various parts of CPU and the main functions of CPU

Letter Writing

Structure- A letter includes total 9 components as mentioned below:

1. **Heading**
2. **Dateline:** British 3 June 2011 or American June 3, 2011
3. **Inside address/ Recipient's address**
4. **Subject line**
5. **Salutation:** Dear Sir, Madam, Students etc. or To Whom it may concern
6. **Body of the letter**
7. **Complimentary close:** sincerely, Cordially, Truly, Faithfully yours, cordially yours, truly yours etc.
8. **Signature block**
9. **Enclosure**

Business letter

Letters written for

1. Credit- to inquire as well as to put proposal for loan or credit to bank or other financial firms
2. Collection- reminder to pay due amount, to collect amount in given time duration
3. Enquiry- to inquire about status of something, to inquire about product or services, catalog
4. Order placement- to place an order for product or service
5. Claim- to lodge claim and ask for replacement, reparation or compensation
6. Adjustment- Answering claim letter how the claim shall be taken care with full/ partial agreement
7. Sales- to launch the product or to inform the prospective users about new product or service
8. Fund raising- request for donations, volunteer support
9. Job application- letter to apply for post also known as Cover letter,
Miscellanies: Thanks giving, Resignation letter, Persuasive Letter.

Exemplary Letters

Cover Letter – for the post of Programmer Analyst (Block Layout)

Rakesh Sinha
26/A, Shantvan Appartments
Raiya Circle, Rajkot
rakeshsinha2001@gmail.com

25 May, 2019

HR Executive
Dipak Nitrite
GIDC, Baroda

Respected Sir/Madam

I am writing this letter to express my interest for the post of Programmer Analyst position posted on company web site. The opportunity presented in this listing is very appealing, and I believe that my strong technical experience and education will make me a competitive candidate for this position.

With an MS degree in Information Systems Management, I could develop full understanding regarding life cycle of software development project. I also have experience in learning and excelling at new technologies as needed. My experience includes:

- have successfully designed, developed, and supported live use applications
- Customer service and support
- Programming both new applications and maintenance work
- Problem isolation and analysis
- Software quality testing
- Application and requirement analysis
- Process improvement and documentation

Kindly find attached resume for kind perusal.

Hoping for positive response and to speak with you about this employment opportunity.

Yours Sincerely,

Rakesh Mishra

Encl: Resume

Handouts Prepared by DKA/JBB/AKS, Dept. of Science & Humanities, LEC-Morbi

Sales Letter (Semi Block Layout)

Samsung India Electronic Ltd,

1st Floor, Kalapurnam ,Above City Bank
Nr Municipal Market,Chimanlal Girdharlal Rd,
Mithakhali,Navrangpura,
Ahmedabad- 380001

March 20, 2019

Maheta Printing Press
Nagar Darvaja chowk
Morbi- 363641

Dear sir/madam,

As your business depends more on printing and publications, we would like to introduce our one more efficient and upgraded product – Samsung scanner cum printer, newly launched for better experience for printing.

This printer has unique 3-in-1 inbuilt technology of printing, scanning and copying as well as faxing. It operates even when power is low, the paper is crumpled and the number of copies to be produced. It has been designed keeping in mind the emphasis of use in corporate sector and academic institutions on speed. We can assure its reliability, cost saving and virtually no wastage of sheets. It has laser 6400 pixel printer technology and is combined with 32 MB for buffer memory and inbuilt color to black and white printing, also ideal for back to back printing technology.

It is available in three colors with superior metallic finishing body and a power backup inbuilt mode. The introductory price is 7200 with discount of 500 rs and eligible for free service in the presentation of this letter on sales desk. So place your order soon and enjoy the facility with free perks.

Yours faithfully,

Sales manager

Samsung India Electronic Ltd

Enclosure:

1. Catalog with specification

Claim/Complain Letter (Modified layout)

Krishna Handloom
Shop no. 23, Umiya complex
Nr. New Bus-station
Shanala Rd
Morbi- 363642
Gujarat
17th February 2020

Bombay Dyeing
Neville House
JN Heredia Rd.
Ballard Estate
Fort- Mumbai
Maharashtra

Respected Sir/Madam,

We are thankful for prompt delivery of our consignment of 325 bedsheets ordered on 10th February, 2020 with invoice no. MK/248. But we are sorry to state that the dispatched consignment doesn't match with our specified requirement according to our order letter.

The texture, the color and the print are not as per the specification of our order. Moreover consignment also mismatches with the ordered size of bedsheets. Apparently it seems that due to hurry, there might have been interchange of order or consignment with other party and hence we have received the wrong consignment.

We are sending the consignment at your transportation cost along with copy of our order letter and request you to dispatch fresh consignment within 15 days on receiving this letter. We appreciate your effort and value better services in days to come.

Thanking You.

Yours Sincerely

Purchase Manger

Enclosure:

1. Copy of invoice no. MK/248
2. Copy of order letter dated 10 Feb, 2020

Leave request (Simplified Layout)

Pradeep Agrawal
Team head
Manufacturing Department
Harsha Engineers,
Changodar- Gujarat
24-02-2020

To
Asst. Manager
Manufacturing Department
Harsha Engineers

Sub: Request to grant sick leave for week

With due respect I, Pradeep Agrawal-Team head, Manufacturing Department, am writing this letter to grant sick leave for week.

I recently went through medical checkup and x-ray as I was suffering from severe neck and back pain. Doctor has diagnosed spondylitis and I have been suggested complete bed rest along with medication. I request you to kindly approve my sick leave from 02 March to 07 March, 2020. To recover my illness, I have to take temporary break from work and work place. I have attached my medical report with medicine prescription for your kind perusal.

Thanking you in anticipation.

Pradeep Agrawal

Encl:

1. Medical report from Civil Hospital
2. Prescription for medicine

Minutes of Meeting

- What is Minutes of Meeting?

It is an official record of the meeting for its participants and a source of information for teammates who were unable to attend. They are meant to be a permanent written record for future references about decisions made. It's often useful as a back-up document.

- What should you include when writing meeting minutes?

To write effective meeting minutes you should include:

1. Meeting name and place
2. Date and time of the meeting
3. List of meeting participants
4. Purpose of the meeting
5. For each agenda items: decisions, action items, and next steps
6. Next meeting date and place
7. Documents to be included in the meeting report

Tips:

- **Type directly on your laptop**, so you don't have to retype everything later.
- **If anything is unclear, speak up** and ask for clarification right away, so you won't have to poke around after the meeting. Don't leave room for ambiguity.
- **Capture essential points only.** Write down the main decisions and action items concisely, you don't want to miss any. You'll always have time to get back to it when wrapping-up after the meeting if you wish to add some more details.
- How to prepare before the meeting?

It is important to check well in advance with the meeting owner if the meeting agenda is set. It is the path to run effective team meetings. Use the agenda items to **prepare an outline** for your document and **pre-fill the list of meeting attendees**.

- Finalizing the meeting minutes

You should wrap-up your notes right after the meeting, while the meeting's still fresh in your mind:

- Complete your meeting notes and clarify points if necessary.
- Double-check that decisions and actions are precisely noted.
- Keep things as concise and digestible as possible.
- Proofread with care. You can use automated grammar checkers such as Grammarly nowadays to help you go faster.
- If needed send the draft to the meeting leader before sharing with other attendees. (Especially for most formal meetings such as "board of directors" or committee meetings.)
- Share the meeting minutes with all meeting attendees and relevant stakeholders. If possible, confirm and read all the necessary points before everybody signs it.