

PICTORIAL DOCUMENTATION REPORT  
DEVELOPING TECHNICAL REPORT WRITTING  
FOR  
KYOCERA TELECOM EQUIPMENT (M) Sdn. Bhd.

Date : 10<sup>th</sup> & 11<sup>th</sup> May 2013  
By: Mr.Prabageran Thiagarayah  
Certified Trainer by PSMB – TTT 4757





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# WELCOMING THE PARTICIPANTS WITH INTERACTIVE SELF INTRODUCTION ACTIVITY

Welcome to  
"Developing Effective  
Technical Report  
Writing"  
10<sup>th</sup> & 11<sup>th</sup> May 2013  
Kypcera Telekom (M)



## Self Introduction

- (1) Participants name
- (2) Age & service years
- (3) Position in the plant
- (4) Job Scope
- (5) Personal sharing with others



## COLLECTED THE PARTICIPANTS EXPECTATIONS AND DECIDING ON THE GROUND RULES

### Participants Expectations

3

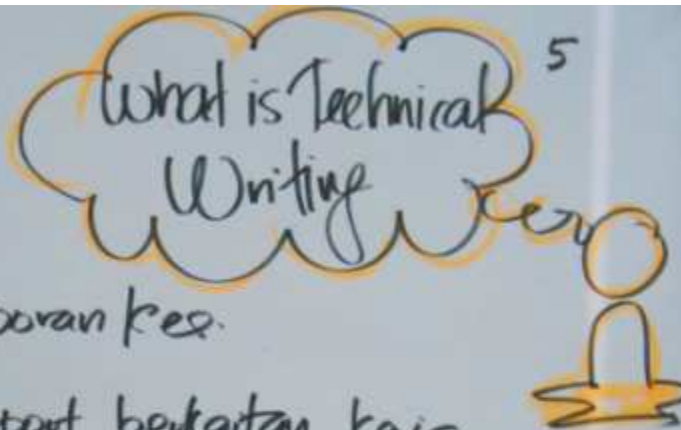
- (1) Skills of making good report
- (2) New way of report making
- (3) Mendalamkan pengetahuan dlm "Report Writing"
- (4) How to make easy to understand report
- (5) Want to know types of report
- (6) How to update report.
- (7) Learn and apply at work place.
- (8) To improve report writing
- (9) Learn the technique and teach others

### Ground Rules:

4

- ① Breakfast :- 10.00am - 10.20am.
- ② Friday: Lunch :- 1.2pm - 2.30pm
- ③ Tea break :- 3.30pm - 3.50pm.
- ④ All HP silent mode.
- ⑤ Ans call outside
- ⑥ Be punctual. Late in "denda"  
Dance
- ⑦ Be open for discussion
- ⑧ Team work in your discussion.

## What is Technical writing – Feedback from participants

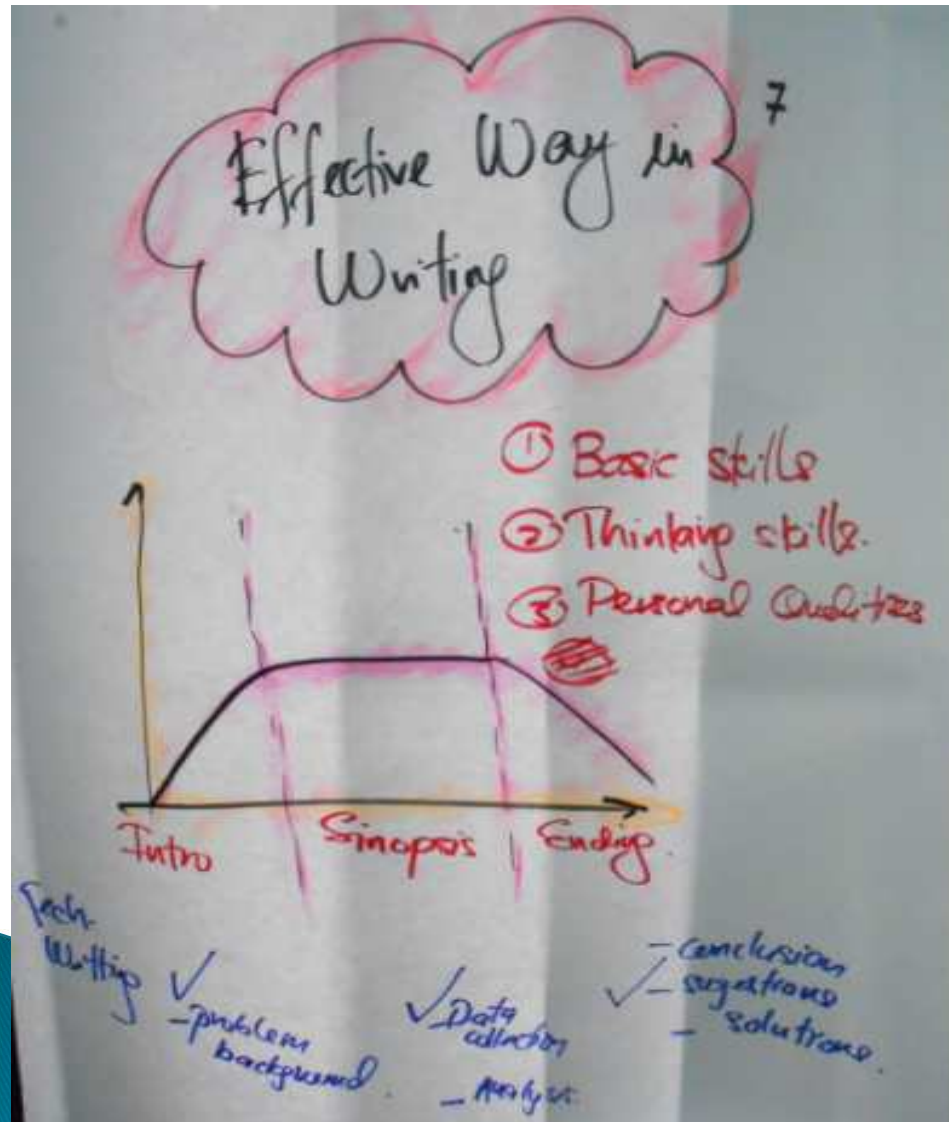


- (1) Laporan kes.
- (2) Report berkaitan kaji
- (3) Halz yg berkaitan teehnezal.
- (4) Pembentahuan berkaitan sesuatu process
- (5) Berkaitan data/result
- (6) Improvement
- (7) Cara pengumpulan data.
- (8) Incident report





# The flow of writing



Details. <sup>8</sup>	
Business Writing	* Biss Proposal * Investment proposal
Work Place Writing	* WI * Report * Productivity Report
Professional Writing	* Thesis
Information Writing	* Incident report * Management report

## Group activity

Activity 10

Group work:

→ Work in a group to share to everyone 1 sample of report that is available & in use in the plant.

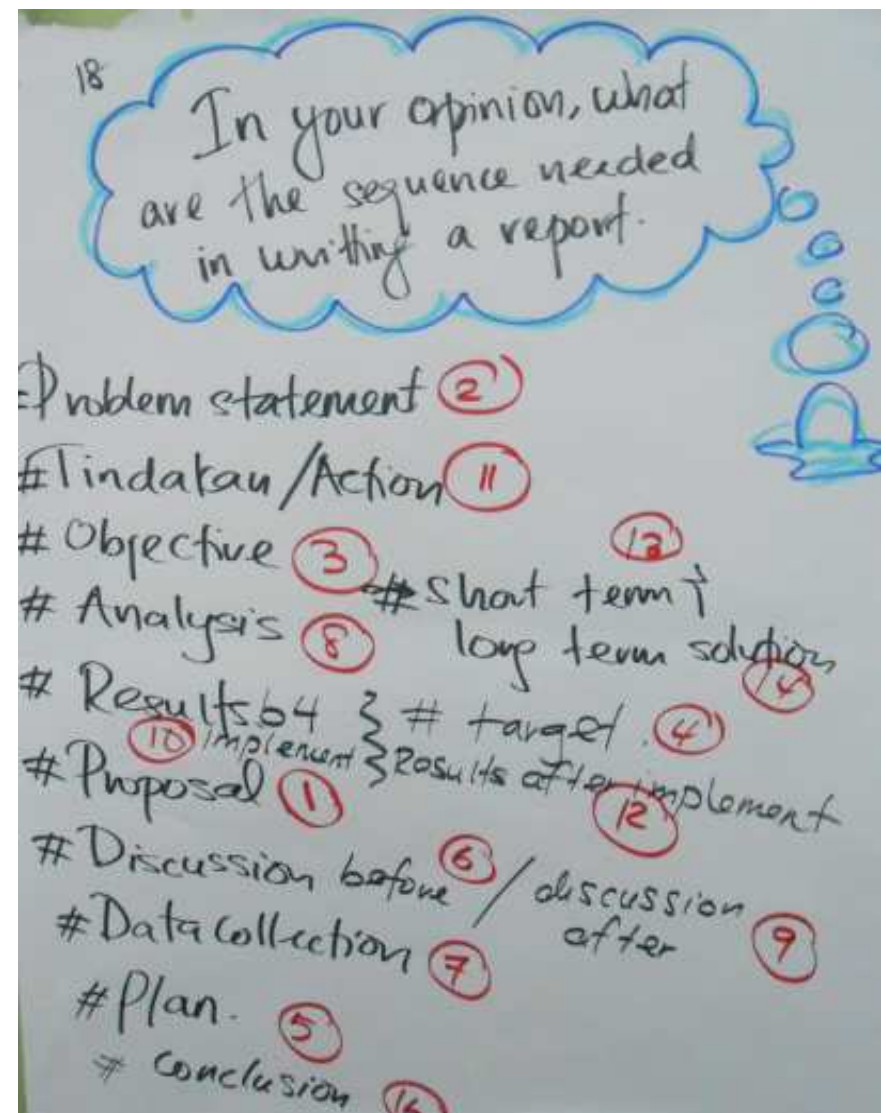
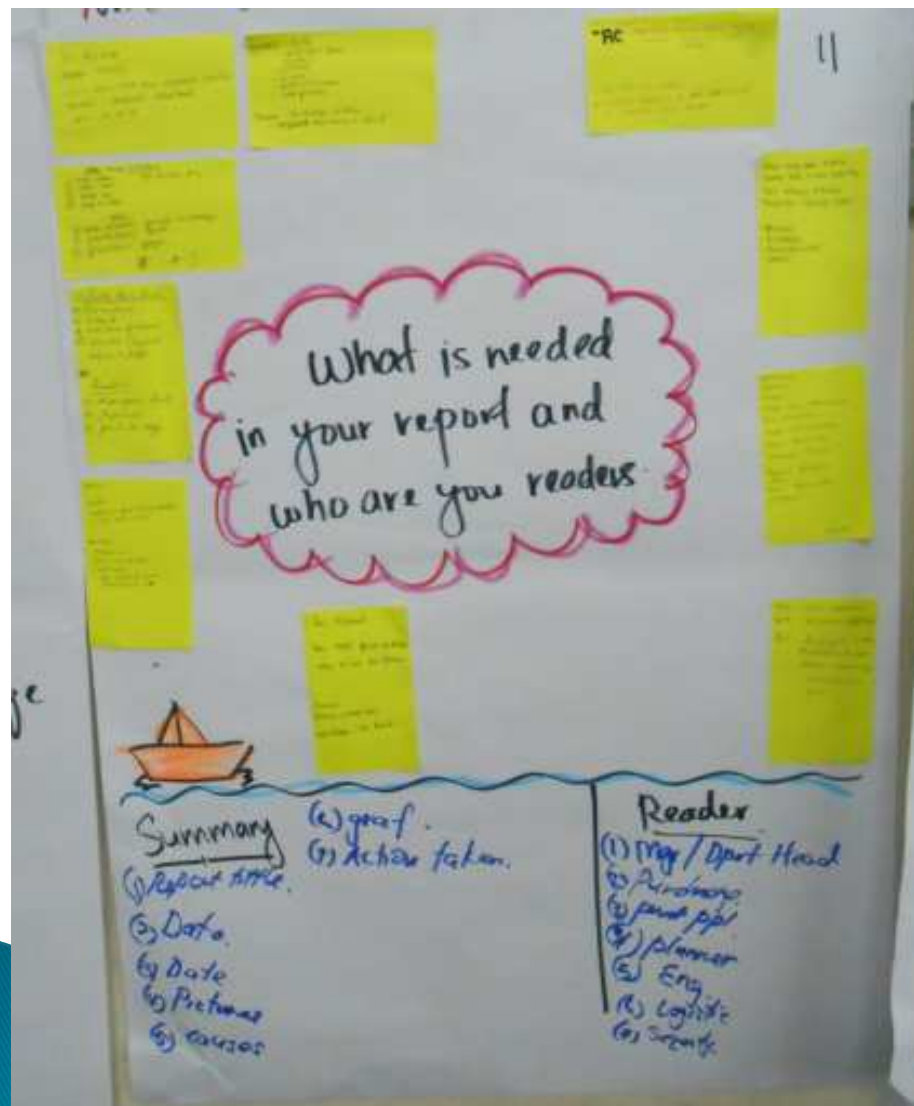
Objective:

→ To understand participants knowledge level before going into deep dive of this topic.





## Participants feedback on what is needed in a report, who are their readers and the sequences





## Propose sequences in mending a report

19

### Sequence

- (1) Problem Statement
- (2) Target
- (3) Data Collection
- (4) Graph / pic
- (5) Results / Analysis
- (6) Conclusion
- (7) Implementation plan
- (8) PIC
- (9) Cost
- (10) Result before / After
- (11) Future Plan
- (12) Next Action

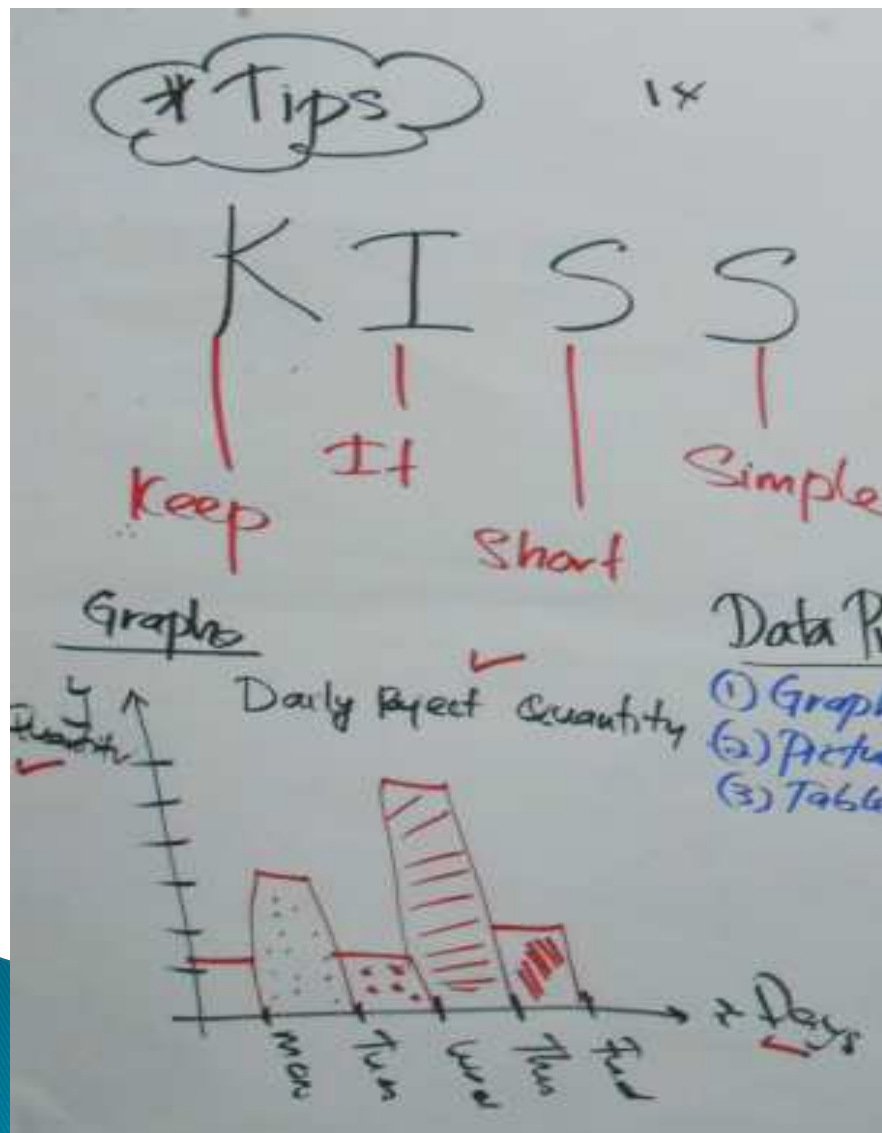


# Formulating the report

<h2>Title Page.</h2> <p>KYOCERA</p> <p><u>Title:</u> _____</p> <p>By: _____</p> <p>Date: _____</p> <p>Rm: 0001-</p> <p>To: _____</p>	<h2>Acknowledgment</h2> <p>Penghargaan:</p> <p>I would like to say thanks to .....</p>
<h2>Summary</h2> <ul style="list-style-type: none"><li>→ Aims of the report</li><li>→ This report presents .....</li><li>→ this report is meant to analyse .....</li><li>→ this report is to investigate .....</li><li>→ This report is to highlight missing .....</li></ul>	<h2>Content List</h2> <p>Plan → Do → Check → Act</p> <p><b>D M A I C</b></p>

<h2>Introduction</h2> <ul style="list-style-type: none"><li>- Back ground of the issue.</li><li>- The aim of this report is ...</li><li>- touch about your summary.</li></ul> <p>→ The part _____</p> <p>part num: _____ was found missing ... what?</p> <p>Product when? why? How? Who detect/facet?</p>	<h2>Mainbody</h2> <ul style="list-style-type: none"><li>- Data collection</li><li>- Analysis<ul style="list-style-type: none"><li>↳ graphs</li><li>↳ picture</li><li>↳ pie chart</li></ul></li><li>↳ 7 basic QC tools</li><li>↳ SPC</li></ul>
<h2>Conclusion</h2> <p>In this report it was found that ...</p> <p>Base on this finding, we found that ...</p> <p>→ It is recommended.</p>	<h2>Recommendation</h2> <p>Base on the analysis we would like to recommend .....</p> <ol style="list-style-type: none"><li>(1)</li><li>(2)</li><li>(3)</li></ol>

## Tips in writing a report





- Tips for writing good report
- Bad writing can hurt your career.
  - mudah difahami
  - Bahasa sopan, jelas
  - Bad writing can hurt other people.
  - Data yg lengkap, mengandungi maklumat yg tepat
  - Case study beserta dgn proposal penyelesaian



## Feedback of day 1

### Feedback Day I

- 
- 
- (1) Learned the techniques and the right format
  - (2) Able to differentiate the types of report available.
  - (3) Experience exchange was beneficial to improve my work
  - (4) Able to picture the actual report
  - (5) Able to recall back old knowledge

- (6) Learned that technical report writing concept is applicable at all the places.
- (7) Learned that reports are practical and applicable at work place
- (8) Dapat gambaran pabezaan jenis report diantara department lain
- (9) To have and understand the best method to make sure people read the report.
- (10) Able to know the importance of the report.

## Activity : creating a report and the learning's

Learnings from the Activity...

- (1) Report has to be detail
- (2) Penjelasan idea di'talangan ahli kumpulan bagus
- (3) Report can be done according to the needs.
- (4) Previously doing report base on gut feelings / experience but now according to standards.
- (5) Ist you must understand the problem statement clearly.



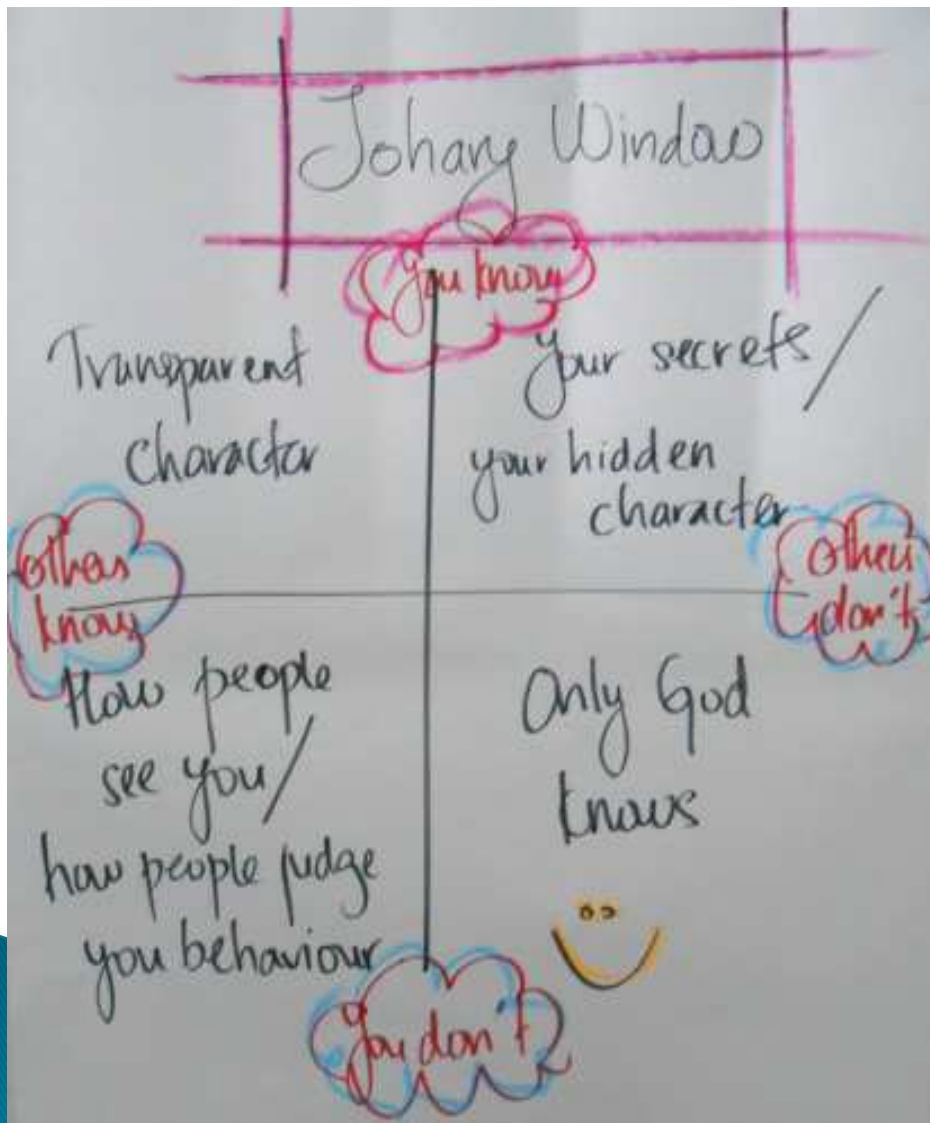
## Activity : planning and designing a template

Group Work

- Plan and design a template of an action plan that is usable by all department.



## activity : Joe Harry's window



## Feedback of day 2

### Feedback on Day II

- (1) Teamwork is very important
- (2) Able to design a template that is usable at all department.
- (3) Complete teaching aids with examples.
- (4) Clear explanation by trainer.
- (5) Trainer was giving extra knowledge to all.

- (6) Slides wording was small  
- Trainer didn't share / ask samples from one of the department
- (7) 1st day training was flat causing / sleepiness but day 2 was good as more activities was given.
- (8) Happy environment. Group work with different member was good
- (9) To have more break.
- (10) Trainer was able to good in managing the class.  
Learn many new things that is applicable at work place.