

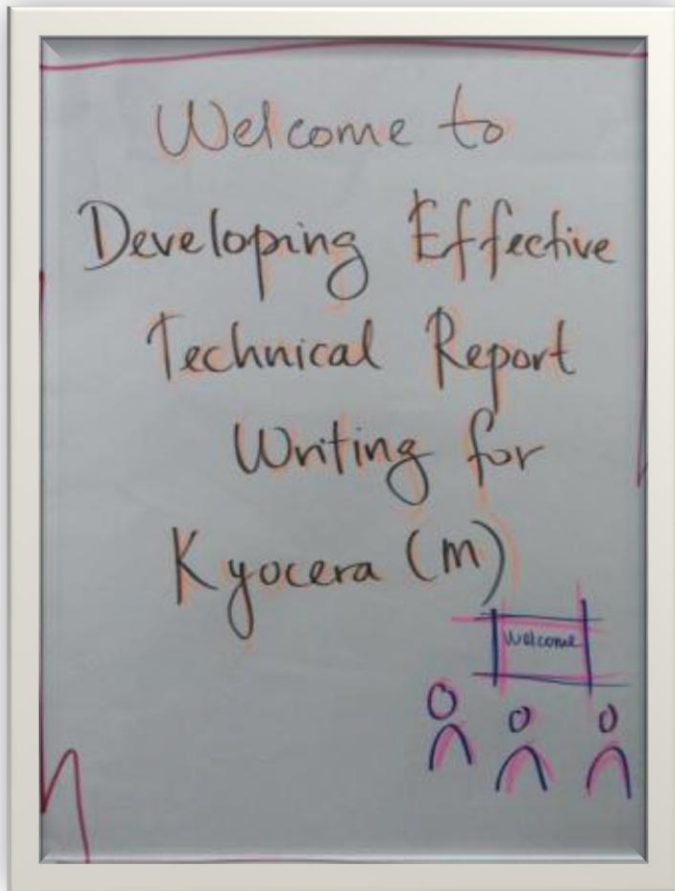
PICTORIAL DOCUMENTATION REPORT  
DEVELOPING TECHNICAL WRITING REPORT  
FOR  
KYOCERA TELECOM EQUIPMENT (M) Sdn. Bhd.

Date : 11<sup>TH</sup> & 12<sup>TH</sup> APRIL 2013  
By: Mr.Prabageran Thiagarayah  
Certified Trainer by PSMB – TTT 4757

# PARTICIPANTS



# WELCOMING THE PARTICIPANTS AND SHARED THE TRAINING OBJECTIVES



what  
technical  
writing  
is

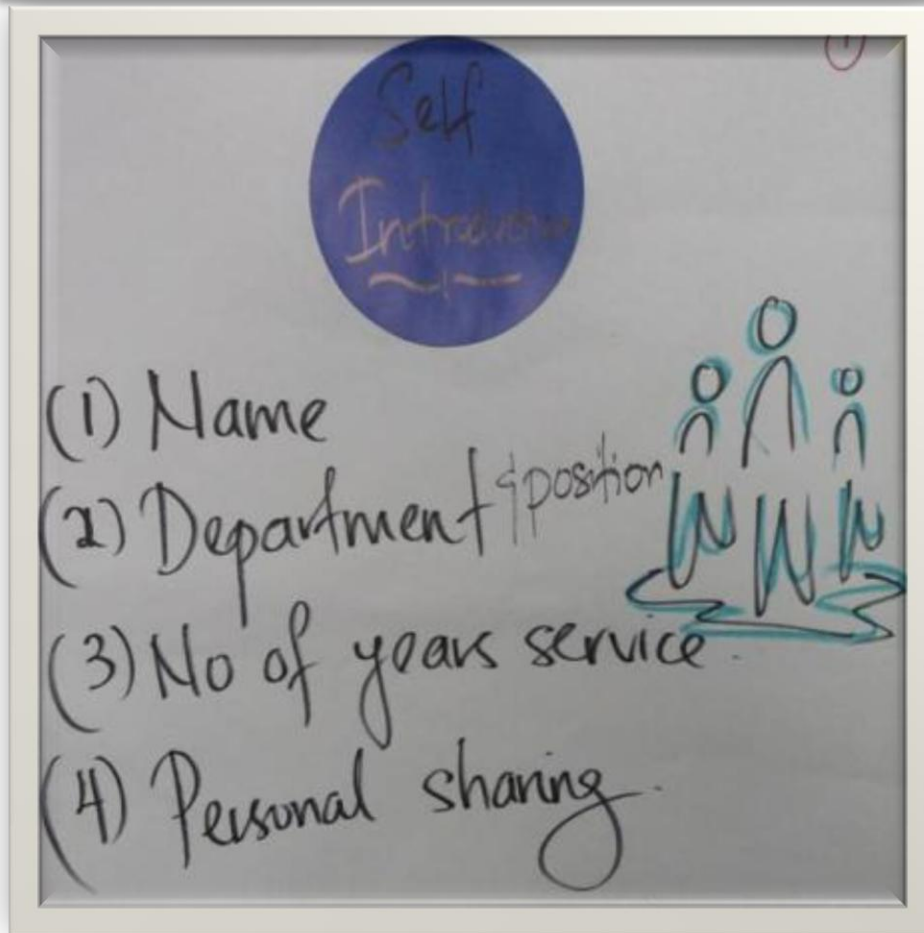
what  
technical  
writing  
looks like in  
the content  
areas

how to  
assess  
technical  
writing

Creating a  
standard  
template for  
the  
organization

how to  
integrate  
technical  
writing into  
your  
content  
area

The session was started with an Ice breaking session and self introduction by participants



# DEFINING THE TRAINING GROUND RULES

## Ground Rules

- (1) All hand phone in silent mode
- (2) Breakfast 10 am - 10.20 am
- (3) Lunch : 12.30 pm - 1.30 pm. (Thurs)  
12.30 pm - 2 pm. (Fri)
- (4) Tea break : 3.30 - 4 pm.
- (5) Be open for discussion.
- (6) Participate in all activities
- (7) Active two way communication



# Participants shared their training Expectations

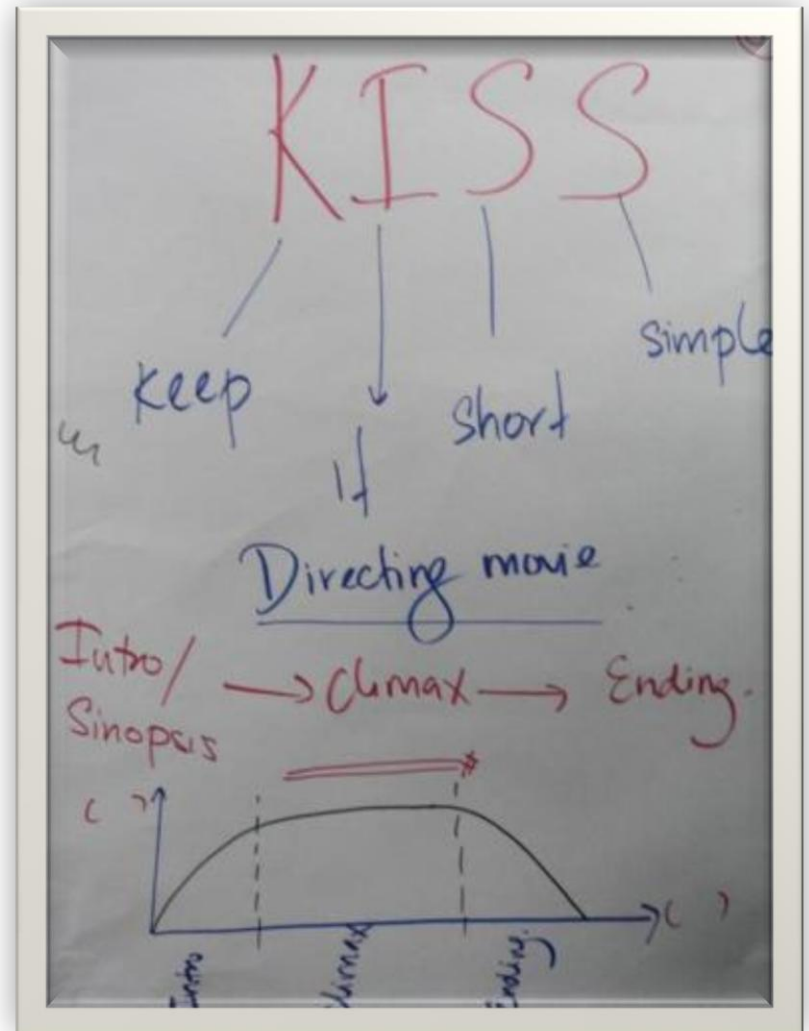
## Training Expectation

- (1) The right report writing.
- (2) The right structure report for my work area.
- (3) How to make report summary.
- (4) Project basis report writing ✓
- (5) Daily report ✓
- (6) To learn the structured way of sending information

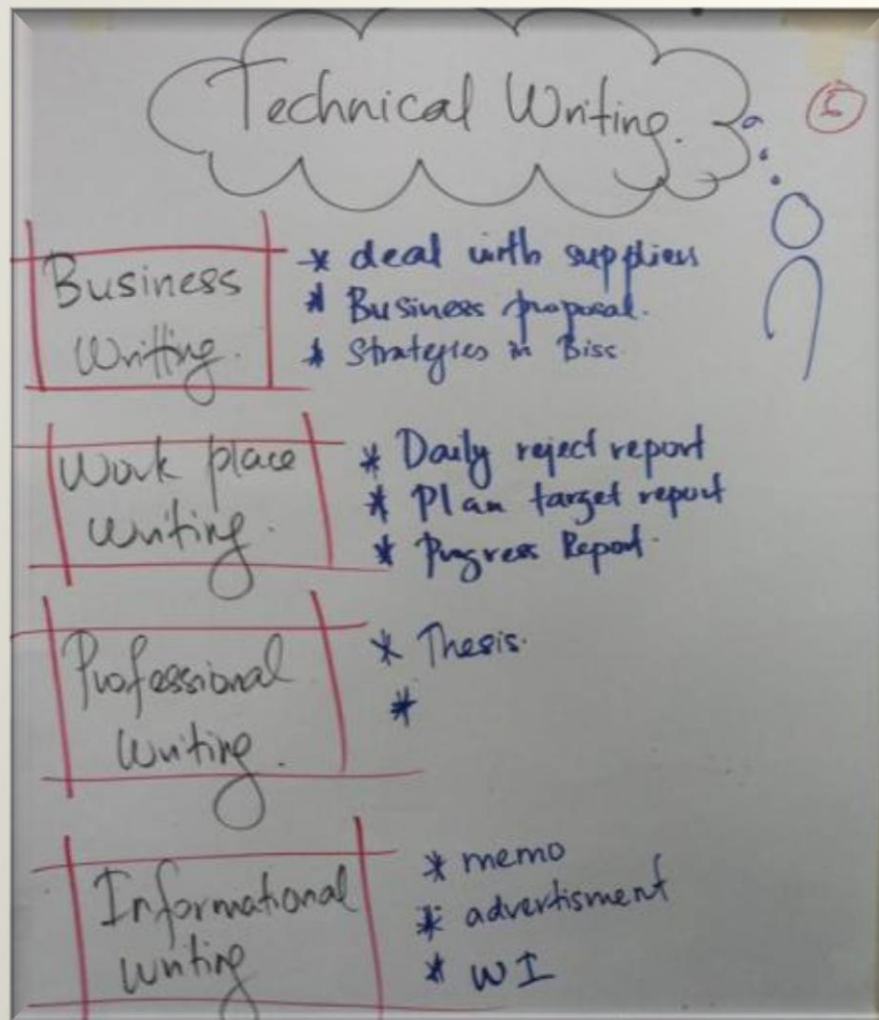
- (7) To have a standardise report applicable by all. today
- (8) Learn how to make analysis.
- (9) Learn how to do report that is readable/understandable by reader.
- (10) To gain knowledge.
- (11) To know what is Tech. Report.
- (12) Machine status report. ✓
- (13) The common mistakes.
- (14) To create a good report that has all information

# Synopsis of a Technical Report Writing

Shared the participants the synopsis of writing a technical report and the underlying meaning of KISS



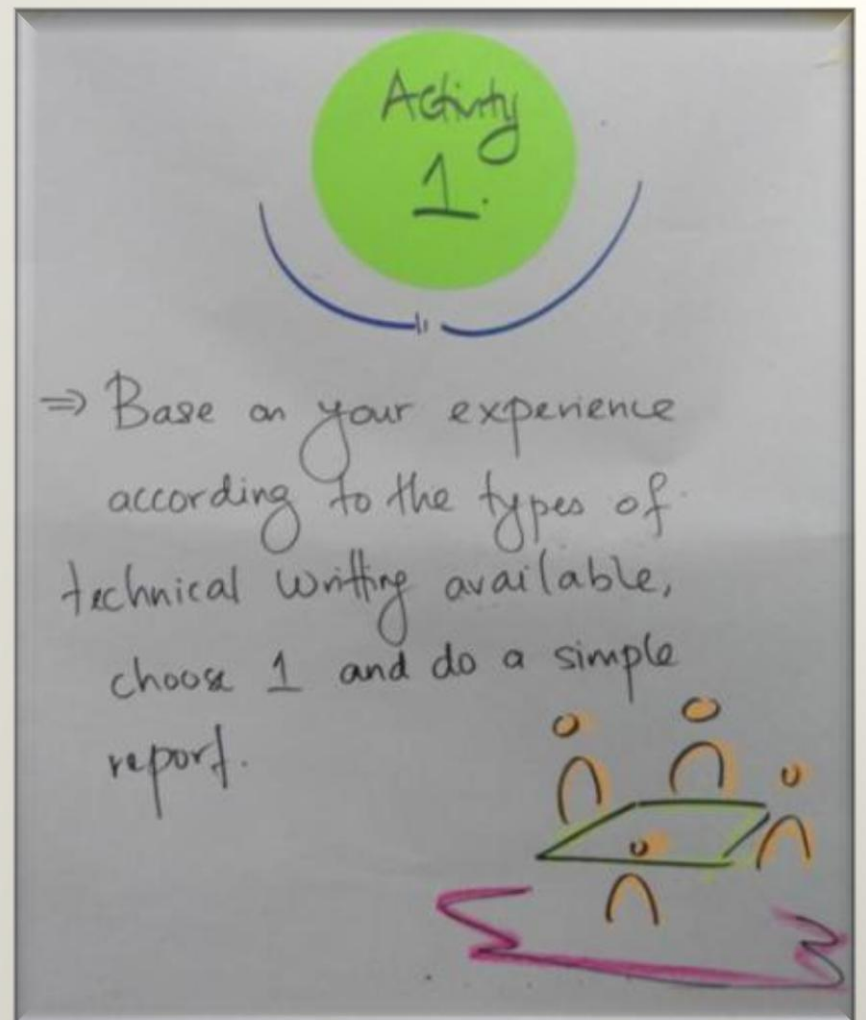
# Introduce the types of technical writing and class activity 1



Technical Writing. (E)

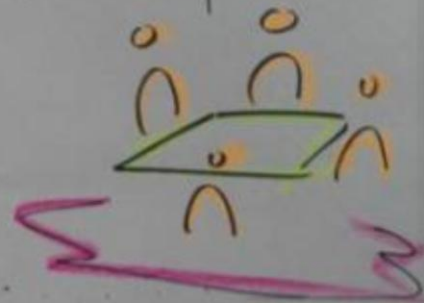
Business Writing.	<ul style="list-style-type: none"><li>* deal with suppliers</li><li>* Business proposal.</li><li>* Strategies in Bisc.</li></ul>
Work place writing.	<ul style="list-style-type: none"><li>* Daily reject report</li><li>* Plan target report</li><li>* Progress Report.</li></ul>
Professional Writing.	<ul style="list-style-type: none"><li>* Thesis.</li><li>*</li></ul>
Informational Writing	<ul style="list-style-type: none"><li>* memo</li><li>* advertisement</li><li>* WI</li></ul>

A small stick figure is drawn to the right of the table.



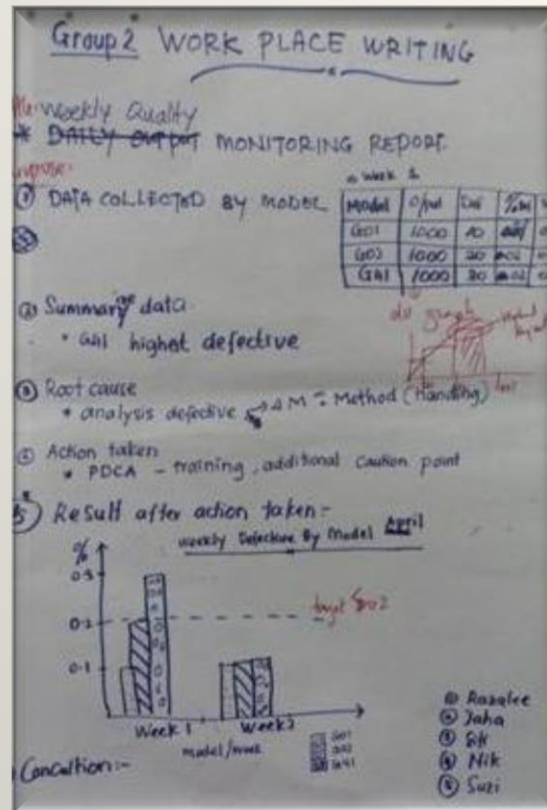
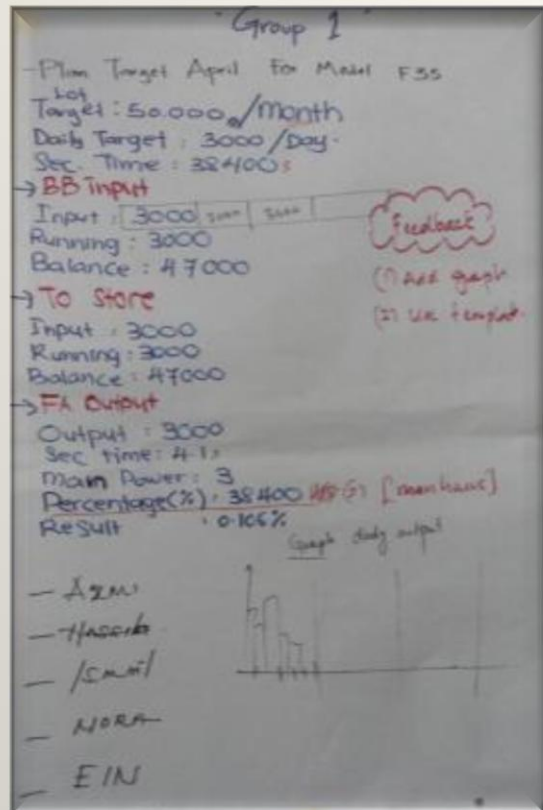
Activity 1.

⇒ Base on your experience according to the types of technical writing available, choose 1 and do a simple report.



A drawing of four stick figures sitting around a rectangular table, with a pink wavy line below it.

# Impression of the participants work



GROUP 3 WORK PLACE REPORT

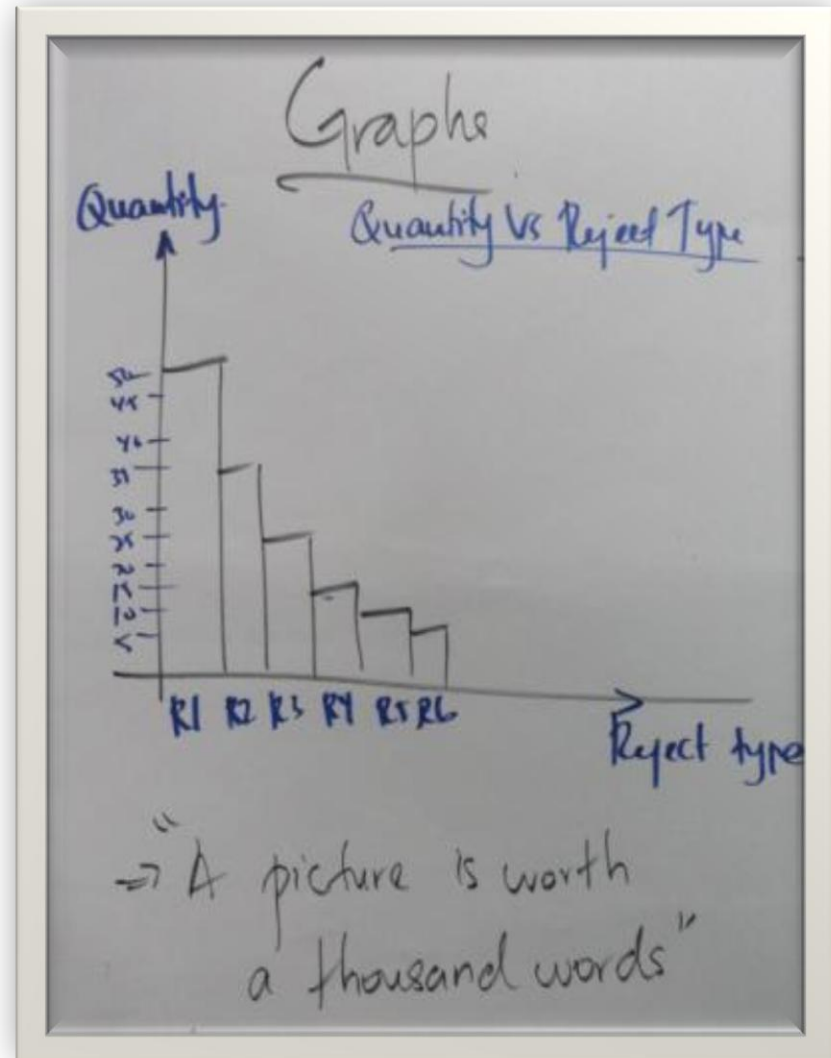
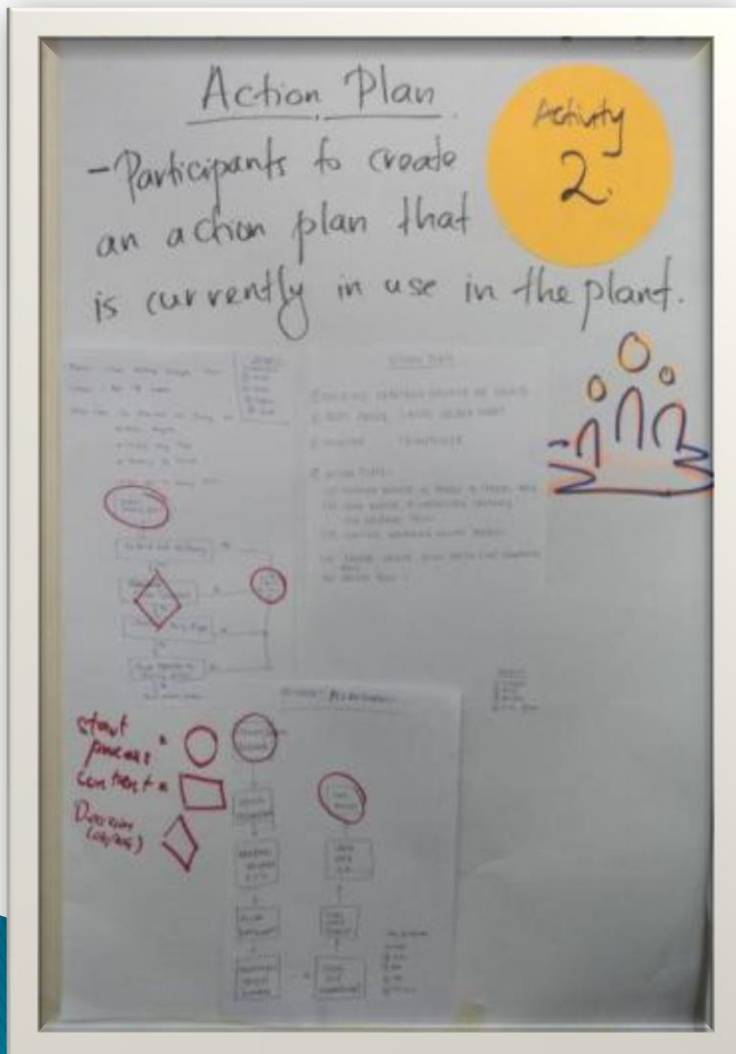
\* PROGRESS REPORT

DEPARTMENT	H.R.D (HUMAN RESOURCE DEPT)
ISSUE	~ PASS ENTRY FOR TEMPORARY WORKER
IDEAL SITUATION	~ TO RECOGNIZE TEMPORARY WORKER
REASON OF GAP	~ TO PREVENT FROM OUTSIDER ~ TO PREVENT FROM STEALING ~ TO DIFFERENTIATION BETWEEN ITEM AND TEMPORARY WORKER
ACTION	~ H.R.D PROVIDE PASS ENTRY FOR TEMPORARY WORKER STARTED FROM 4 MARCH 2013

# Impression during the activity



## Activity 2 – participants to share an action plan that is currently in use at their work place



# Impression during the activity



# Feedback of day 1

Feed back  
Day I



- (1) Training memuaskan & belajar format baru.
- (2) Interested on the Technical Writing and Action plan topic
- (3) Trainer communication and activity was good.
- (4) Learned about 4 types of Technical Writing.
- (5) Manage to improve self confidence and idea sharing.

- (6) Presentation is clear. Request to share about "Pie Chart".
- (7) Increase my knowledge. Request for more exercise.
- (8) Good. A lot examples given that is related to work environment.
- (9) Learned the structured way of doing the report and team work among participants was good.
- (10) Learned and able to differentiate between report and information.
- (11) Happy with new learnings

- (12) Strengthen the bond among the senior and junior staffs.
- (13) Able to understand many type of report available.
- (14) Learned looking at problem at different perspective angle and the basic skills needed by a tech report writer.
- (15) Importance of out of the box thinking for good work.
- (16) Key learnings is technical report if applicable/readable by all levels if a good report is done.
- (17) Training content was good & sufficient for the needs of all participants.

# Request by participants for 2<sup>nd</sup> day training



- (1) Format Action Plan.
- (2) Investigation Report
- (3) Improvement activity report
- (4) Progress report for maintenance
- (5) Training report for attending training
- (6) Defect format and do pie chart

## Day 2 training



# Understand what is needed in participants report and who are their readers

What is needed in your report and who are your readers.

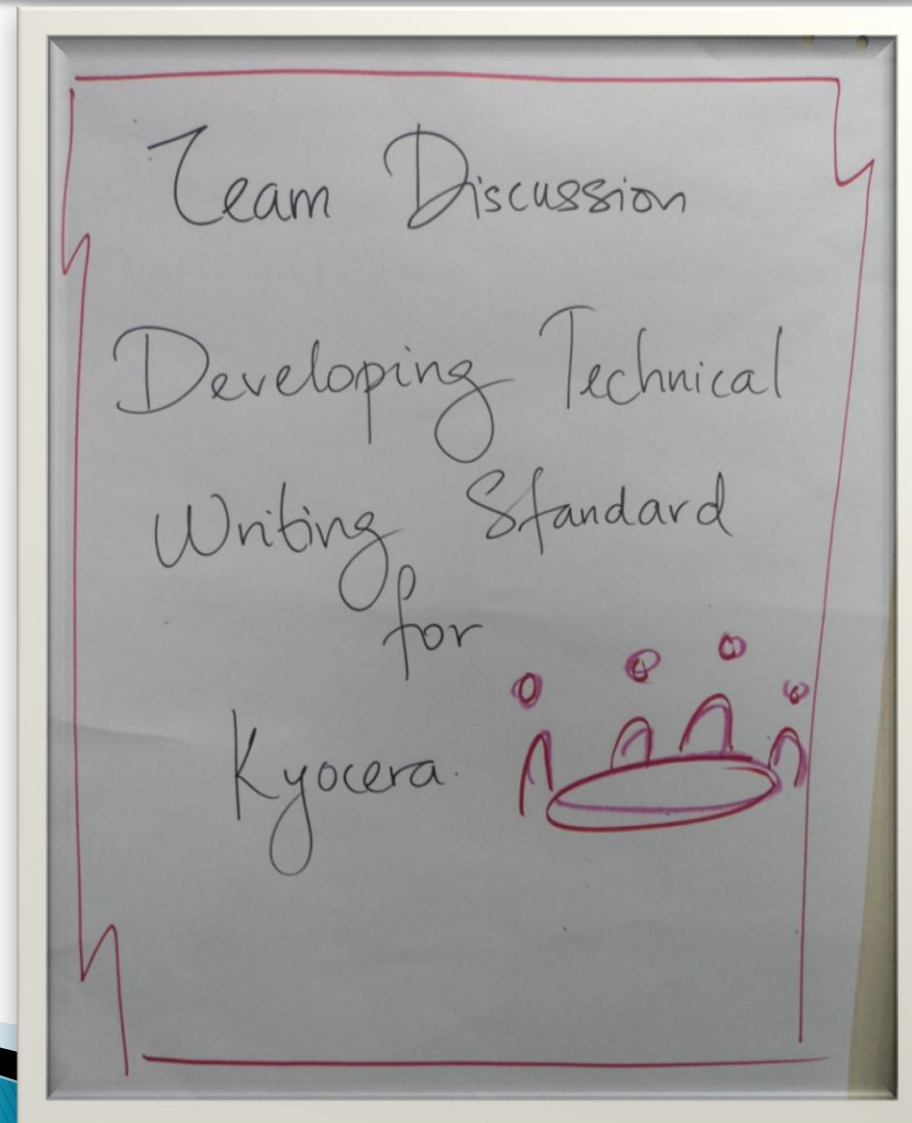
Summary what is needed

- ① Data
- ② Results
- ③ Graph
- ④ Conclusion
- ⑤ problem statement
- ⑥ Target
- ⑦ Cost
- ⑧ improvement plan
- ⑨ PIC
- ⑩ Results after
- ⑪ Next action
- ⑫ Future plan

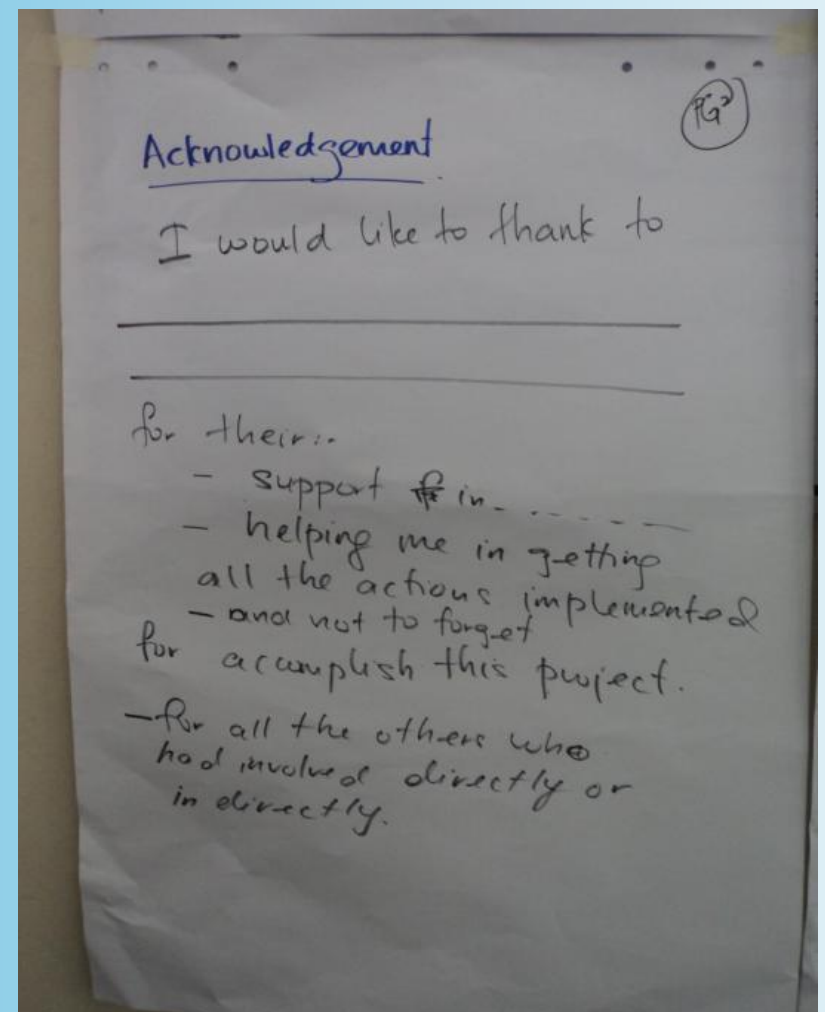
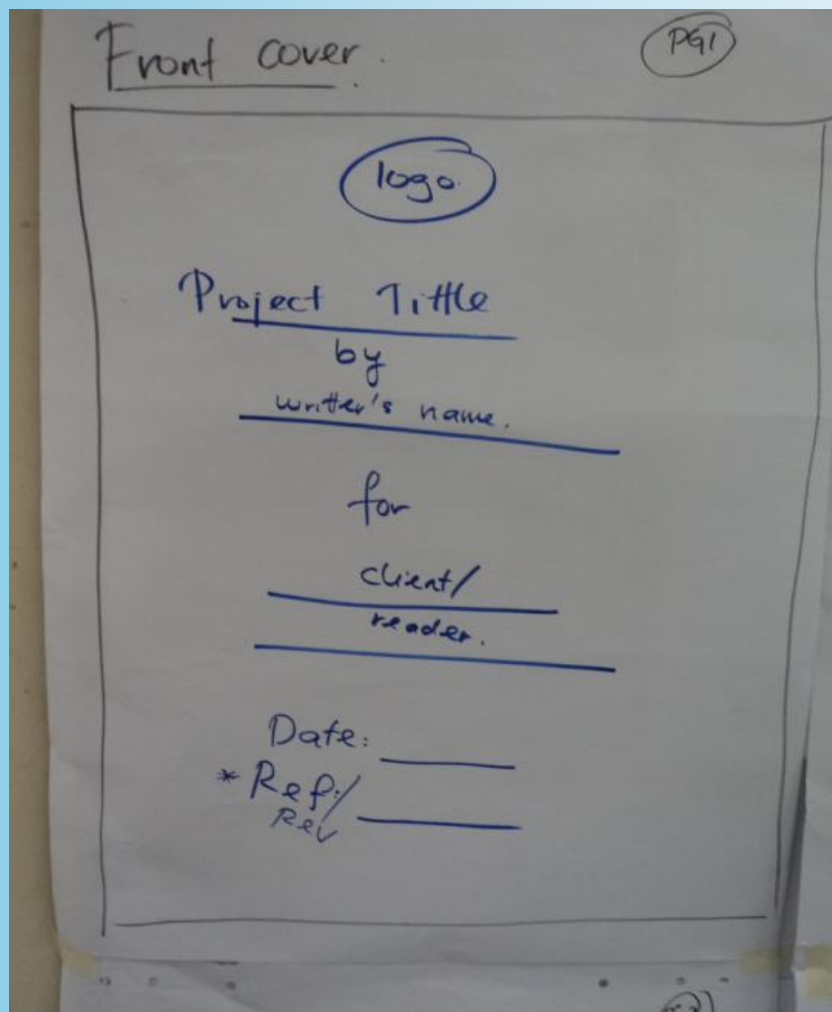
Sequence

- ① Problem Statement
- ② Target
- ③ Data (7 basic QC tool)
- ④ Graph (SPC)
- ⑤ Results/analysis
- ⑥ Conclusion
- ⑦ improvement plan
- ⑧ PIC
- ⑨ Cost & implementation phase.
- ⑩ Results after
- ⑪ Future plan.
- ⑫ Next action.

# Developing the technical report writing standard for KYOCERA



# The discussed and defined standard



# The discussed and defined standard

## Summary (Pg 3)

Brief =  $\frac{1}{2}$  -  $\frac{3}{4}$  page.

\* After all the data collection/analysis is done.

## Content list (Pg 4)

No	Content	Page No.
1		
2	topic	
3	2.1 sub topic	
4	2.2	
5		

## Introduction (Pg 5)

This project/report is aim for conducting an experiment / studies on the \_\_\_\_\_

→ Brief history.

- What happen?
- Where happen
- What is the consequences/ impact

# The discussed and defined standard

Main body - (Pg 6)

↳ Data collection.

↳ Data analysis.

↳ Results base on the data and ~~and~~ analysis

Conclusion

(P1) ⇒ Base on the analysis done, it was found that

-----  
-----

(P2) Aim  
The aim of this report is for (title)

In this report it was found that.....

Recommendation.

(1) I would like to propose as per below:

(a) \_\_\_\_\_  
(b) \_\_\_\_\_

(2) We would like to propose as per below:

(a) \_\_\_\_\_  
(b) \_\_\_\_\_

(3) To improve this condition, the proposal are as per below:-

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

# The discussed and defined standard

## Improvement plan

The improvement are:

- (a)
- (b)
- (c)

No	Date	Improvement plan	PIC	Start date	End date	Status
SAMPLE						

## Investment Cost

To accomplish this activity, below are the cost that will ~~possibly~~ occur:-

(a)	<u>Item</u>	<u>Cost</u>
(b)		
(c)		
(d)		

total

Rm

# The discussed and defined standard

## Results

After implementing all the action plan define; below are the results.

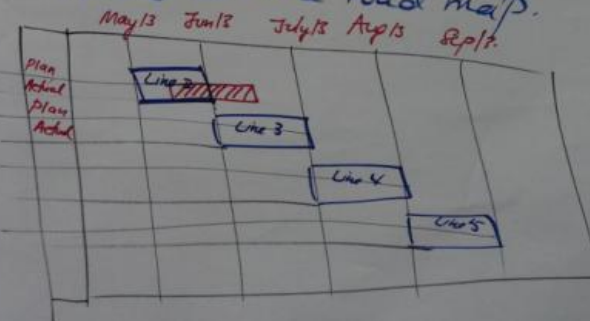
before implementation	After implementation	Results
"apple to apple comparison"		= Huraikan / buat perbandingan

## Future plan & Next action

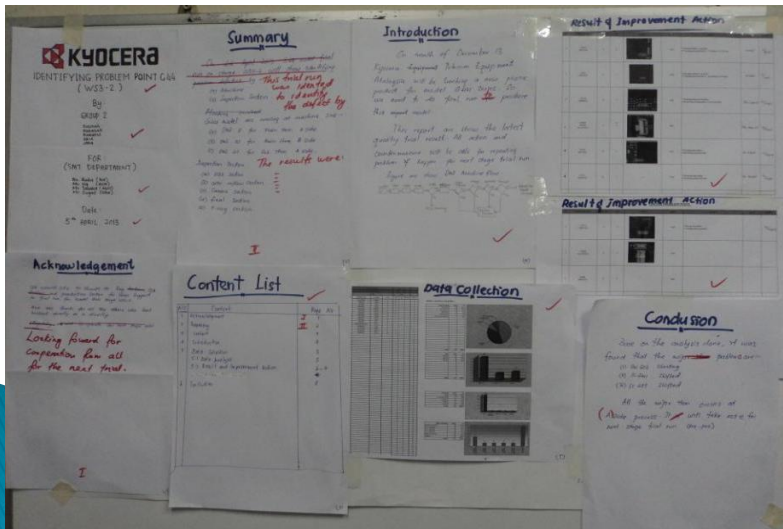
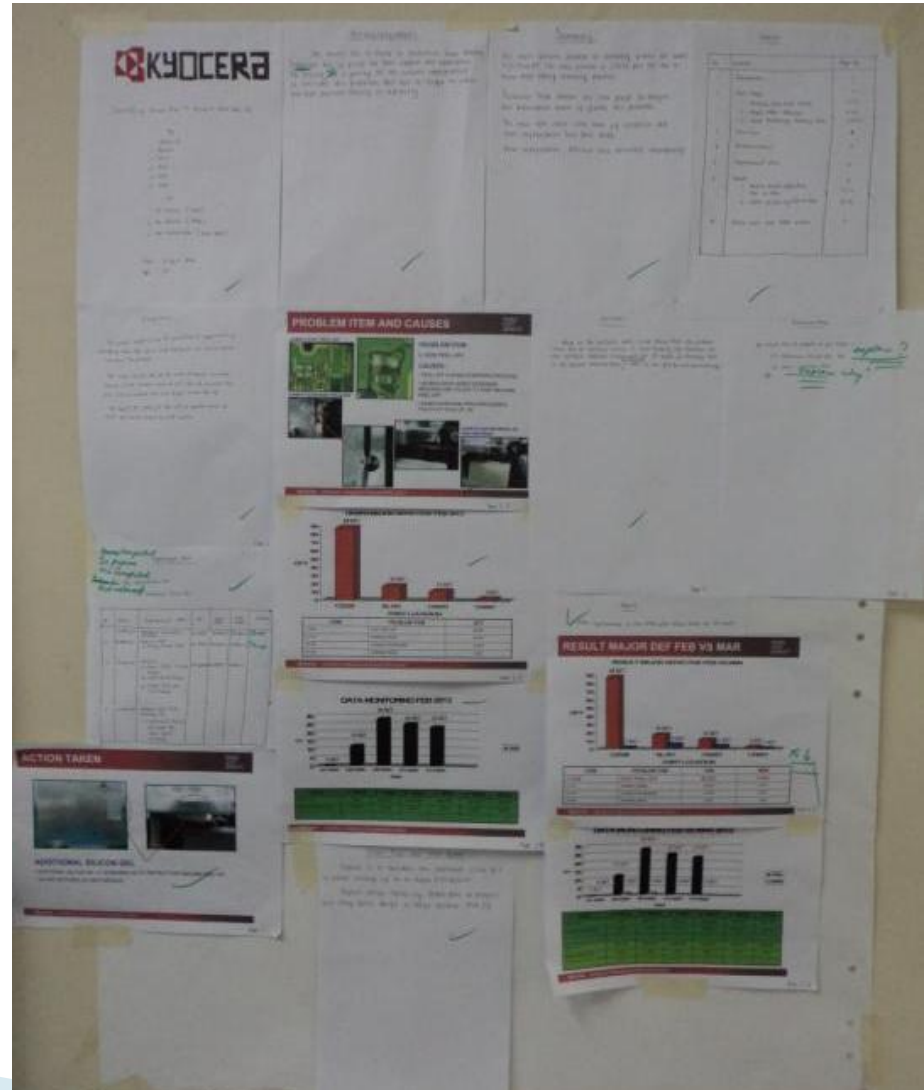
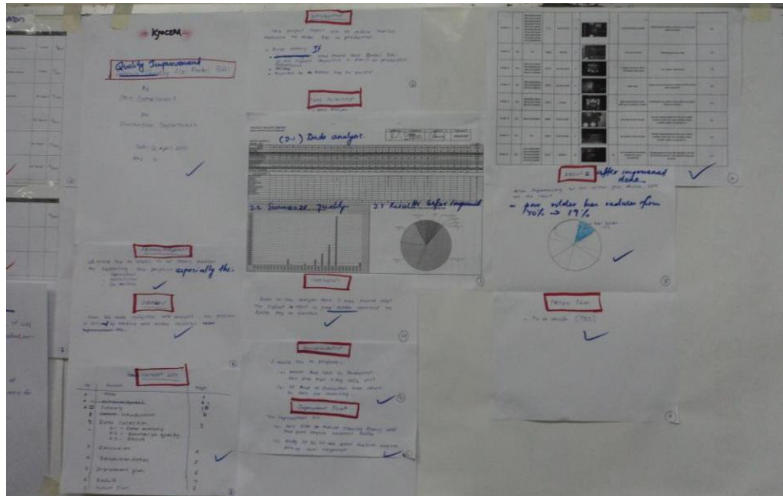
- N/A = not applicable
- TBD = to be decide
- TBA = to be advice.

⇒ Proposal is to implement this activity to Line no \_\_\_\_\_

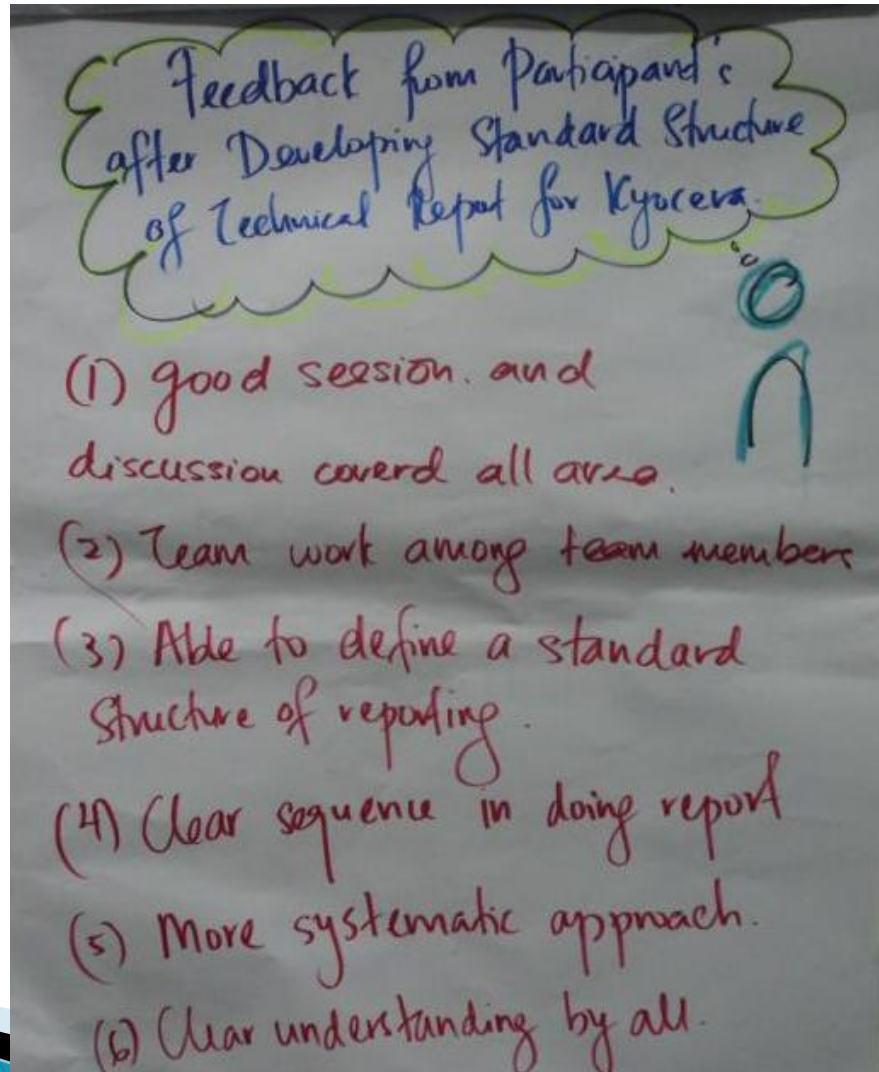
Below is the road map.



# Participants created a report base on actual problem in the plant



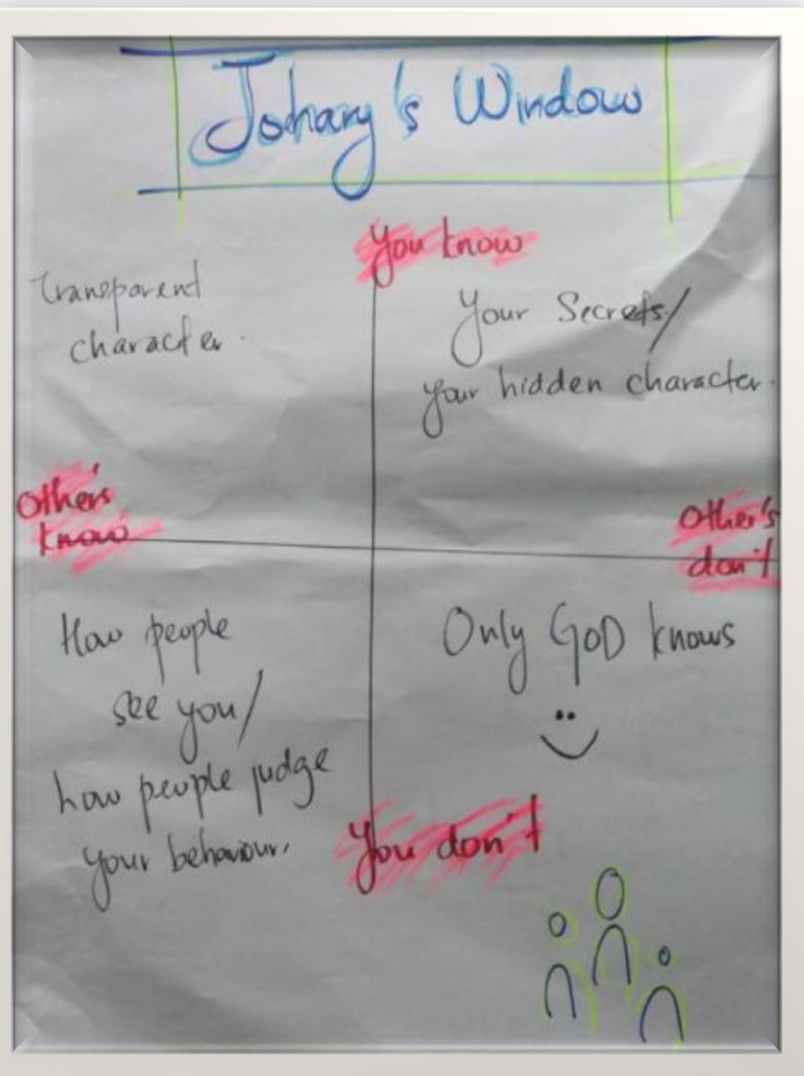
# Participants feedback after developing the standards



# Impression during the brainstorming by participants



# Realizing participants strength and weakness



## Day 2 – training feedback



- (1) A good training session and meet my expectation.
- (2) Trainer was good managing the class and shared many new experience.
- (3) Good activities that involves alot brain storming.
- (4) New experience in learning the report writing and can implement at work place.

- (5) Fun learning process.
- (6) Reports can help me in my work.
- (7) Mixing the team was a good idea as able to mingle among the participants.
- (8) Delivery of training by trainer was understandable, short & simple
- (9) People from different department working together in a team could generate better and good ideas.

## Day 2 – training feedback

- (10) More confident.
- (11) 2 days was short session, but trainer was delivering the training content very precise. (excellent)
- (12) Training was good. Adaptable at work place.
- (13) Every one learned the paper technical writing report and was able to deliver the content.

(14)

- (14) Trainer was delivering his knowledge with sincere and participant was able to learn, adapt and apply the learning's for better improvement.
- (15) Never done a proper report before. But now could do a good report.
- (16) Training structure was good. Training/class room layout is good. Selection of activities/music are different from others

For further information, please do not hesitate to contact:



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