**SUMMATIVE PROJECT**

**STUDENT NAME:**

**ASANDA MARAULA**

**STUDENT NUMBER:**

**ST10490872**

**MODULE NAME:**

**TECHNICAL WRITING**

**MODULE CODE:**

**TEWC5111/p/w**

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**TASK 1**

Subject: Official Notification: New Organizational Structure at Aspire Consulting.

Dear Team,

I hope this message finds you well.

I’m writing to let you know about some important changes happening at Aspire Consulting. The company is going through a restructuring to help us work better together. This important plan supports our long-term goal to encourage teamwork, improve how we work and provide better results for our clients.

**Why we’re making these changes**

The goal of the restructuring is to:

* Improve teamwork between departments
* Making decisions faster
* Help us work more efficiently
* Provide better service to our clients
* Save time by using simpler and faster processes

These updates are part of Aspire Consulting ‘plan to grow and stay competitive in our industry.

**What’s changing**

Here’s what you need to know about the upcoming changes:

* New team structure:

Our team will be adjusted to improve collaboration and project delivery across different departments, which bring together the Technical Writing, Business Analysis, and Project Delivery functions.

* Reporting lines:

Reporting lines will be adjusted to match the new structure. More information will be shared soon by the appropriate department.

* New Processes:

We will begin using updated ways to manage documents, collaboration and work with other teams.

* Workflow

Day-to-day work will become more connected across teams to help us be more efficient.

These changes are meant to help us work smarter, communicate better, and deliver stronger results for our clients.

**How it will affect daily work**

This restructuring will bring a few changes to how we work every day:

* **Clear roles**, everyone will know exactly what they’re responsible for
* **Working better with others**, we’ll work more closely with other teams to get things done
* **Faster ways of working**, new processes will help us finish tasks more quickly and easily.
* **More updates**, we’ll get regular information and updates to stay on the same page.
* **Extra help**, support and training will be available to help us get used to the page.

Change can be challenging, but it also gives us a chance to grow and improve. I believe this restructuring will benefit us all in the long run.

If you have any questions or need help understanding any of the updates, please feel free to contact me directly, or during the upcoming town hall meeting scheduled for [13 June 2025].

Thank you for your support and hard work, professionalism during this transition.

Warm regards,

Asanda Maraula,

Lead Technical Writer

Aspire Consulting

To: All staff

From: Asanda Maraula, Lead technical writer

Date:13 June, Friday 2025

Subject: New Organizational Structure at Aspire Consulting – Benefits and town Hall Invitation.

Aspire Consulting is making some changes to the way our teams are structured. These changes are meant to help us work better together, avoid delays, give our clients even better service and grow as a company.

What are the benefits?

* Everyone will have a clearer role.
* Decisions will be made more quickly.
* Teams will work together more often.
* We’ll be more creative and improve our services.
* Staff will have more chances to collaborate, lead, and grow in new areas.
* Teams will work more closely together, allowing better communication and knowledge sharing.

We understand that clear communication is essential during times of change. To ensure transparency and shared understanding, we invite all team members to attend an upcoming Staff Update Session, where leadership will:

* Share more information about changes
* Explain how this affects your work
* Answer your questions

Session details:

Date: 13 June 2025

Time: 10:00am-11:45am

Location:3rd floor boardroom and on Microsoft Teams [link we shared]

We encourage all staff to attend either in person or online. Your voice matters and presence will help us move forward. Let’s stay connected and work as one team toward a better future at Aspire Consulting.

Best regards,

Asanda Maraula

Lead Technical Writer

Aspire Consulting

Purdue online writing lab(owl). Nd). Technical report

<https://www.tableu.com/learn/articles/data-> visualization-best-practices

**TASK 2**

Asanda Maraula

Lead Technical Writer

Aspire Consulting

[asandadlamini@gmail.com /073](mailto:asandadlamini@gmail.com%20/073) 875 3490

12 June 2025

Subject: Internal Application-Innovation Project Lead Position

Dear HR Team,

I am writing to express my interest in the Innovations Project Lead position recently advertised internally at Aspire Consulting. With my experience as Lead Technical Writer I believe I understand how our company works and what we aim to achieve, I believe I’m a good fit for this role and can add real value to our process improvements. I have worked closely with different departments and gained a strong understanding of how our projects are run and what our clients need. I believe this experience has prepared me well to take on this new challenge.

I am interested in this role because I enjoy finding better ways to work, helping teams communicate clearly, and improving how we deliver results. I bring the following strengths that I believe are key to this role:

* Strong Communication & Stakeholder Engagement: My experience creating internal and external documents has made me a reliable communicator.
* Teamwork across departments: I have worked closely with different teams to make sure our documents match any technical or process changes, and I can help teams work well together.
* Process Improvement Mindset: I often look for ways to improve our work processes, helping us work more efficiently and clearly meet our project goals.

I’m excited to lead projects that bring new ideas and support to Aspire Consulting’s goal of proving smart solutions to clients. I’m confident I can lead teams, get results and promote ongoing improvement in the Innovation Project Lead role.

Thank you for considering my application. I look forward to the opportunity to grow further at Aspire and contribute to our ongoing success.

Warm regards,

Asanda Maraula

Lead Technical Writer

Aspire Consulting

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https://www.wikihow.com

**Contact**

Phone: 27 73 789 4567

Email: [asandadlamini@gmail.com](mailto:asandadlamini@gmail.com)

LinkedIn: linkedin.com/in/Asanda

Address:47 Folkstone, Seaview

**Profile Summary**

Dedicated and organized professionals with experience in project coordination, documentation, and working with different teams. I focus on improving how we work, supporting new ideas, and helping teams stay on track. I am currently working as a Lead Technical Writer at Aspire Consulting, with a good understanding of how the company runs and what it aims to achieve.

**Key Skills**

* Project Coordination
* Team Collaboration
* Process improvement
* Clear Communication
* Time management

**Work Experience**

Lead Technical Writer

Aspire Consulting

2023 - Present

* Work with different departments to create and improve technical documents.
* Help projects run smoothly by making sure everyone has the right information.
* Support new ideas that improve how we work and serve our clients.
* Assist with team communication and training in new processes.

Technical Documentation Assistant

Tech Nova Solutions, Cape Town

2022 – 2023

* Supported project tasks and worked closely with pother teams.
* Helped improve how information was shared across the company.
* Took part in meetings to suggest better ways of working.

**Education**

[Bachelor of Information Technology]

University of Pretoria

Graduated: 2020

**Language**

English [fluent]

[isiZulu, isiXhosa & Sesotho]

**Professional highlights**

* Helped the team to work faster by making the documentation process easier.
* Took part in company projects by finding and fixing problems in how we work.
* Known for clear communication and solving problems before they grow.

**References**

Thando Mkhize

Project manager

Aspire consulting

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Mr. Lerato Dlamini

Senior employee

Tech Nova Solutions

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27 83 345 6789

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https://www.myperfectcv.co.uk.

**Task 3**

**TECHNICAL PROPOSAL FOR SUPPLY CHAIN MANAGEMENT**

**ENHANCEMENT**

Prepared for: Chain store

Prepared by: Aspire Consulting

Date: 13 June 2025

1.Executive Summary

This proposal explains a practical way to solve the supply chain problems faced by Chains Store, such as delays, high costs, and poor visibility. Aspire Consulting suggests using an Integrated Supply Chain Management system [SCMS]to improve efficiency, cut costs, and give better control and insight across the supply chain.

2.Problem Statement

Chain store is currently facing serious supply chain challenges, such as:

* Delays in deliveries, which lead to stock shortages and lost sales.
* High costs are caused by poor control, manual work, and inefficient processes.
* A lack of visibility, making it hard to get real time information and plan ahead.

These problems reduce efficiency, lower customer satisfaction, and hurt overall business performance.

3.Proposed Solution

Aspire Consulting proposes the introduction of a [SCMS] designed to:

* Provide real time visibility into assets, orders, and deliveries in one place.
* Simplify tasks like order processing, stock planning, and restocking to reduce mistakes and speed up operations.
* Use smart data tools to spot risks, improve delivery routes and support better decision making.
* Include a supplier portal to improve communication, boost performance, and shorten delivery time.

This solution supports Chain Store’s objectives to improve supply chain operations and stay ahead of competitors.

4.Implementation Plan

Phase Activities Timeline[week]

|  |  |  |
| --- | --- | --- |
| Phase 1:  Assessment and Planning | Review current process and set key goals. | 1 - 2 |
| Phase 2:  System Design & Development | Customize the system and connect it to existing software. | 3 - 6 |
| Phase 3:  Testing and Training | Test the system with a small group and train staff and train staff and supplier. | 7 - 8 |
| Phase 4:  Full development and Support | Launch the system company-wide and keep improving it. | 9 - 12 |

5.Cost and Benefits Analysis

Cost item Estimated cost

|  |  |
| --- | --- |
| Software setup and licenses | R950,000 |
| Custom development and system setup | R570,000 |
| Staff training &change support change | R190,000 |
| Yearly support and maintenance | R95,000 per year |

6.Expected Benefits

* Faster deliveries thanks to automated and clear order tracking.
* Lower running costs by improving stock control and reducing manual work.
* Better decision using real time data and dashboards.
* Stronger supplier partnership, with quicker delivery times and better product quality.

We expect the system to pay for itself [ROI] within 12 to 18 months through cost savings and better efficiency.

7.Conclusion

The proposed Supply Chain Management System provides a complete solution to the chain store’s current challenges. Aspire Consulting is ready to work closely with chain store to make sure the system is set up smoothly and brings clear improvements in efficiency, cost savings and customer satisfaction.

For further discussion or queries, please contact:

Aspire Consulting

Email: [info@aspireconsulting.co.za](mailto:info@aspireconsulting.co.za)

Phone: +27 11 123 4567

**TASK 4**

**Customer Satisfaction Survey Report**

Client: Telecommunications Provider

Conducted by: Aspire Consulting

Date:13 June 2025

Executive Summary

Aspire Consulting recently carried out a customer satisfaction survey for a major communication technology client. The results showed the customers are mostly happy with network reliability. However, many were unhappy with how quickly customer support responded and felt the pricing wasn’t fair. People living in cities generally gave a better rating than those in rural areas.

Based on these findings, this report suggests actions to improve customer support, review pricing especially for rural customers and upgrade network infrastructure in rural locations. These steps aim to make customers happier and keep them loyal to the company.

Data and assumptions

* Sample size: 1,000 customers [700urban,300 rural]
* Survey dimensions: Network reliability, customer support, pricing, product variety.
* Rating scale 1 [dissatisfied]to 5[satisfied]
* Data collection period: March – May 2025
* Data collected via online and phone surveys.

Body

1.Trends and insights

dimension avg score urban avg rural avg key insight

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Network reliability | 4.2 | 4.4 | 3.8 | High overall satisfaction  Rural areas. |
| Customer support | 3.2 | 3.5 | 2.7 | Lowest rated area,  Especially in rural zones. |
| Pricing | 3.5 | 3.8 | 3.0 | Pricing is seen as less fair by rural customer. |
| Product variety | 4.0 | 4.2 | 3.5 | Generally good, some rural limitations. |
| Overall satisfaction | 3.8 | 4.0 | 3.3 | Urban customers more  Satisfied than rual. |
|  |  |  |  |  |

1.Network reliability

-More customers are happy with the network, which shows strong infrastructure. However, rural areas still need improvement.

2.Customer support

-This is the biggest issue. Many customers said support is slow and not very helpful.

3.Pricing

-Rural customers are not satisfied with prices. They feel they are not getting good value for their money.

4.Product variety

-Rural areas have fewer product options, which affects how satisfied customers feel overall.

Data analysis and visualization

Bar graph comparing satisfaction scores in urban vs rural areas.

Pie chart of the distribution of overall satisfaction.

Line graph showing a decline in customer satisfaction

Complaint frequency [%]

|  |  |
| --- | --- |
| Slow internet | 32 |
| High pricing in rural areas | 25 |
| Poor support | 20 |
| Bills issues | 15 |
| App not working | 8 |

Table: Top 5 customer complaints by frequency

Conclusions and recommendations

**Conclusions**

-Overall, customer satisfaction is average, but rural customers are less happy than urban ones.

-Network reliability is strong, especially in cities but rural areas still need better service.

-Slow and unhelpful customer support is a major issue that affects customer happiness.

-Many rural customers feel prices are too high for what they get.

-Fewer product choices in rural areas make those customers less satisfied and less likely to stay.

**Recommendations**

-Improve customer support, create a special support team for rural areas to give quicker help.

-Review and adjust pricing, check current pricing and create affordable plans for rural customers. Offer discounts or custom bundles that match rural customers’ needs.

-Upgrade rural network, invest in better infrastructure in rural areas to reduce slow connection.

-Offer more products, create special product packages for rural customers to give them more choice and better value.

-Keep measuring satisfaction, run a customer satisfaction survey every three months to see what’s getting better and what still needs work.

Smith. A. (2023). Improving customer service in the telecommunication industry. Telecommunications Review.

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<https://www.tebleau.com/com/learn/articles/data-visualization-best-practises>.

Kalicine(2025).Storyline with Data: A data visualization Guide for business professionals. Wiley