OFFICE PROCESS RECORD

UPDATED   :   March 17, 2014   PROCESS: E-mail Policy Guidelines

RECORDER : Sam Samarasinghe

Objective: To continuously improve E-mail communication within the company, so it can remain a productive tool, of instant communication and NOT become a tool that becomes overwhelming & overbearing - thereby reducing the effectiveness of it.

1.) The first **letters in the Subject heading of emails** within the company or group **MUST** – indicate to WHOM the email is directed at, even if it is a reply to an email chain.

(Eg. Subject: <u>**Sam:**</u> ETF Invoicing not being done by Accounts).

Note: the underlined & highlighted person's name (Sam) in the example, is the first word on the email.

   a.) This ALSO means <u>one CANNOT just reply back by selecting reply all</u>, etc. WITHOUT changing the Subject heading to reflect the NAME OF THE PERSON(s) the email is **PRIMARILY** being directed to. In most instances – an email is only directed primarily to ONE person, with a copy to others. Hence slowing down your rate of reply and indicating to WHOM it is directing to – is a must – in order to increase Productivity across the company.

   b.) Even when you are using a Group Email address (such as <u>WHMgt@etropicalfish.com</u>) you must first type in the name of the person. If it is MORE than one, 2 or 3 persons to whom it is PRIMARILY directed to, then you need to type in ALL 2 or 3 names.

   c.) If it is a Completely general notification – such as a new holiday schedule, etc. then it could be reflected as: **Subject: ALL – Holiday shipping schedule for next week – Special Attn. Order Entry.**

   d.) Therefore, it is no longer acceptable for anyone to just reply to an email chain – WITHOUT indicating which level of the email chain one is responding to.

   e.) If it is a Report – and a single person is the Primary recipient – then

2.) No E-mails can be sent TO or From anyone **WIHOUT a Subject Heading**. The Subject heading MUST also be AMENDED to reflect the new status of the email and CANNOT be blindly replied back to the original email.

    a.) For example the subject heading of an e mail that is being responded would state (Subject: **Sam: Re. ETF Invoicing not being done by Accounts – Resolution**)

    b.) **Entering the name of the person the email is being directed to should be before the term "Re"**

3.) If it **concerns a Live Stock Supplier** – the Supplier Code (eg. SLCS, TLNY, MACS, Fed-Ex, UPS, etc.) MUST be notated in the Subject Heading.

4.) Replying to emails – If all **you want to say is Thanks** !, and the email is copied to 6 people, then Pls. **DO NOT just reply back and write "Thanks** !" in the body of the email. "Thanks!" MUST be indicated in the Subject heading – so others do NOT have to spend time to open an email – just to see that, they can see it from the Subject Heading.

5.) All **Vendor related e-mails** MUST be Copied to the CEO. (Sam Samarasinghe), & Vendor Liaison and Sr. Mgr (Jess). The Vendor Code or Vendor Name MUST be included in the Subject heading.

6.) Understand the Org. structure of the Company, & COPY ALL who needs to be in the Loop. Also ensure those who need **ONLY to be copied – are NOT in the To: line and are in the CC line.** If you are not sure, then ASK your Dept. Mgr as to the persons who need to be included.

7.) Please send emails under the "Need to know basis" rule. Eg : If you need to send an email to administration for a simple day today activities, please do copy only the person who needs to attend to the matter and avoid groups copying in such instants.
This also means that if you need to send an email to groups, please think twice an avoid copying indviduals who are already in the group you have addressed to .
Eg : Copying Chanika and Vishaka while you have addressed it to HR group
This will save server space for better usage.

1.) All E-mails need to be **Cleared TWICE a day**, at the minimum. Before the Lunch break & before going home for the day.

2.) If the Subject heading says "Urgent" – read the e-mail right away, & REPLY immediately or at the LATEST – BEFORE Noon or "Lunch" time. If received in the afternoon, MUST be replied before leaving for the day.

3.) If the Subject Heading says **"Important"** – then a response is needed BEFORE the end of day.

4.) If the Original e-mail is Copied to more than ONE Person, then Pls. COPY your response to ALL in the e-mail, unless you SPECIFICALLY want only the Sender to see your response or need one or more party to be EXCLUDED.

5.) If you are busy, and the email is marked **"Urgent"** then the SAME time lines need to be kept, but you can respond with a **simple "Will respond by …….".**

Other Basics with regard to Inter-Office & Vendor related E-mail:

1.) E-mails are the Primary communication tool of this Company. Hence ignoring E-mails are equivalent to in-subordination, hence if you choose to IGNORE e-mails, you can be subject to Warnings, & other disciplinary action.

2.) If an e-mail is specifically DIRECTED to you, Pls. DO NOT ignore, as this is against Company Policy and you may be penalized. If you are unable to respond within that day due to wanting to Check further details, RESPOND with a firm time line , such as "Will come back by ……….." or "will come back shortly", "Need to check further", "Project will be completed by ………….", etc.

3.) If you NEED MORE TIME – Pls. Say **so "Need till …………. To check further – give me time time …….".**

4.) Communications with Overseas Suppliers –

   a.) Pls. Use SIMPLE & BASIC English words, with simple meanings. Eg. Do not use words such **as "will contemplate" –** instead say **"will think about it"**.

   b.) **Overseas Suppliers' e-mails CANNOT be ignored**, if you do not understand their correspondence. Initially, you may respond by stating: **"Can you Pls. explain further, as I did not understand …."**

   c.) It MUST then be followed up with someone who CAN communicate with them, as IGNORING will mean a Cancelled or delayed Shipment Delivery.

Email Signatures

Please use an email signature when you are sending emails. Below are the approved Satandard email signatures you can use in the emails.

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TeKnowledge Shared Services (Pvt) Ltd
No 27 / 6A | Park Lane | Rajagiriya | Sri Lanka
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Anyone in Office Management, & is given e-mail access, is bound by the above e-mail Policy, without exception.
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