To:   Dr.Erika Paterson, Eng 301 Professor

From: Siddhartha Gupta, Student Eng 301

Date: July 10, 2020

Subject: Progress Report on Streamlining communication channels in ACC

As requested, this memo on Streamlining communication channels in ACC gives an update on the progress of the current report.

The progress report includes the following

- Intended audience - Primary and secondary audience
- Purpose- Informing the reader aim of the report
- Significance- Importance of investigation
- Research plan- approach to research laid out step by step
- Writing schedule- action plan of writing with dates
- Conclusion - wrap up

Survey and interview questions are also attached.

**Audience:**

The primary audience is Phillip Mathew, who is the head of operations in India, hence is in a position to make decisions about the communication systems. The secondary audience will be Harpal Singh, who is the head of the IT department for the Mumbai Division of ACC Limited, therefore, is in the best position to understand and judge the feasibility of our recommendations. The audience will likely be skeptical at first; however, with an explicit breakdown of the costs of their current communications systems, this can change.

**Purpose:**

The purpose of this report is to provide an evaluation of the current communication systems at ACC Limited to the intended audiences (primary and secondary) and give recommendations on how to improve their communications system.

**Significance:**

With no end in sight for the "lock-down" in India, work from home is here to stay for ACC Limited and its employees. Hence, now more than ever, careful analysis and evaluation of its communication systems are necessary. Any improvements to the communication systems could increase productivity; hence, in the long term, it will lead to significant reductions costs.

**Research Plan:**

- Create survey questions as well an introduction brief (attached at the bottom of page)
- Write up interview questions as well as introduction brief (attached at the bottom of page)
- Mass send copies of the survey in an appropriate email header to Managers requesting them to forward it to all employees of their respective departments.
- Set time and date for a phone interview with Harpal Singh
- After ten days, analyze survey results.
- Take an Interview for Harpal Singh at a previously decided time and date.
- Read through the Financial reports of ACC to find cost information.

**Writing Schedule:**

- Create survey questions and an introductory brief- done.
- Compose interview questions and an introductory brief- done.
- Request permission from Phillip Mathew to survey employees in the Thane Office of ACC Limited as email addresses of managers of the departments in ACC Limited – June 11
- Mass send copies of the survey in an appropriate email header to managers at ACC Limited – July 11
- Request interview with Harpal Singh head of IT ACC Limited Mumbai Divisions concerning communication channels – July 12
- Read through Financial reports of ACC to research budgets available: July 13
- Explore the feasibility of creating an application with regards to the budget – July 14
- Conduct interview with Harpal Singh head of IT ACC Limited Mumbai Divisions concerning communication channels: July 15
- Analyze data from surveys and interviews – July 22
- Draft report -August 1
- Receive feedback from fellow peers regarding my report – August 7
- Final report August 17

**Conclusion**

I took a conservative approach to plan my writing and research schedule to adjust and account for any delays due to the coronavirus situation in India. In addition, due to the coronavirus situation, I believe that emphasis on increased work from home will help sell the importance of efficient communication channels.

Appreciate your time for reviewing the progress report and thoughts. Any guidance would be welcome.