MANUFACTURING SKILL STANDARDS COUNCIL

MSSC

Tools for Workforce Excellence

High-Performance Manufacturing

Production Technician

"…the mix of many different types of people brings different skills and experiences…"

- **Communicating in a Diverse Workplace**
  - **Diversity has enriched U.S. manufacturing in many different ways**
- **Strategies for the diverse workplace**
  - **Do not limit communication to people who are different**
  - **Do not use offensive language**
  - **Never make assumptions**

Diversity in Communication

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"...assure the information is objectively presented and accurately explained..."

- Communicating Technical Information
  - It emphasizes facts, statistics, and measurable data
- Purpose
  - Inform, analyze, influence, and understand
- Topics
  - Safety, Training, Job Specific, Schedules, Quality

Technical Information Communication

- **Read forms & documents carefully**
- **Complete accurately and legibly**
- **Be specific**

Production and Documentation Forms	
Work orders	Job assignments
Passdown logs	Material requisition forms
Specification sheets	Lockout/Tagout forms
Diagrams, schematics, and technical drawings	Route sheets and operation sheets
Repair orders and preventive maintenance schedules	Safety and inspection policies, procedures, checklists, and reporting forms
Material Safety Data Sheets (MSDS)	Training manuals and documentation
Delivery schedules	Statistical methods chart
Quality and audit documentation	Product and process documentation
Equipment and tool gauges	Packaging and shipping documentation

Technical Information Communication

"…#1 business Communication tool and #1 most misunderstood communication…"

- **E-Mail**
  - Be professional
  - Complete subject line
  - Keep messages short
- **Internet**
  - Access external data

Using Technology to Communicate

"…#1 business Communication tool and #1 most misunderstood communication…"

- Intranet
  - Access internal data
- Telephone
  - Speak clearly,politely
- FAX Machines
  - Sending/Receiving documents
- Radios/Pagers

Using Technology to Communicate

Knowledge Check! Pg. 141

- **Category:**
  - **Review**
- **Process:**
  - **Individual**
- **Time: :05**
- **Questions:**
  - **Name three ways you can communicate with external customers**
  - **Why should you check numbers when communicating technical information?**
  - **Explain how you might use the internet to do production work more efficiently**

Review It! Pg. 142

- **Chapter:**
  - **5**
- **Sections:**
  - **5.1, 5.2**
- **Individual:**

  Time: :00
- **Task:**
  - **Answer "Review Questions" and/or "Test Prep"**
  - **Complete the "Apply It!"**
  - **Classroom Discussion**

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