

Unit Order: 09-010

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

ADMINISTRATIVE SERVICES DIVISION

FACILITIES PLANNING BUREAU

Unit Order: 09-010

Effective Date: 08/13/2009

Revision Date:

Subject:

Project Correspondence (Internal/External)

Reference:

PURPOSE OF ORDER:

The purpose of this unit order is to establish procedures when responding to project inquiries, clarification of project direction/instruction, notification to proceed, or other issues concerning all Facilities Planning Bureau projects.

SCOPE OF ORDER:

This order shall apply to all planners, project managers, or others managing or acting as back-up on a Facilities Planning Bureau project. This order affects all projects, official and proposed.

ORDER:

The key to successful project management is the ability to communicate effectively, stay organized, solve problems/make decisions, and build good teams. All personnel should be able to communicate effectively in written form whether writing emails or producing project documentation, plans, specifications, reports, agendas, status updates and such. Equally important is the ability to verbalize your thoughts and get important points across clearly. Whether your audience is your project team, executive staff, external customers, other, you need to be able to communicate your ideas and ensure they are understood, rather than simply heard.

All personnel responsible for activity on any Facilities Planning Bureau project (capital projects, Departmental projects, leases, etc.) shall adhere to the following method of written communication:

- **eMail communication shall not be used in any incident to provide or request information on project scope, schedule, budget, or project decision;**
- **Office correspondence in the form of a memorandum, completed on the Sheriff's Department SHAD-32A, shall be used to respond to all internal Sheriff's Department personnel regarding any/all project inquiries, direction, status, other; and**
- **Letters prepared on official Sheriff's Department letterhead shall be used to respond to all other county department, governmental agency, or private entities regarding any/all project inquiries, direction, status, other.**

All office correspondence (memorandums) and/or letters shall be prepared for signature by the Director of Facilities Planning.
