



STANDARDIZED WORK - Email Etiquette	Date/Version: (05/27/2021 v1)
--	--------------------------------------

Purpose - Creates a standard process to identify and prioritize emails. Applies to emails sent from computer and phone.

Step (1,2,3..)	Process Step (list of the critical process steps)	Dialogue (clear and simple descriptions, appropriate level of detail for the task)
1	Sending Emails	<p>Request: asking to respond to something you have in the email.</p> <ul style="list-style-type: none"> ● Subject line: Request – Approval for new equipment ● Body of the email – Cat, could you please approve my request for new equipment? <p>Inform: Providing information that you do not expect a response back</p> <ul style="list-style-type: none"> ● Subject line: Inform – Approval granted ● Body of the email – Your request for new equipment has been approved. <p>Urgent: Requesting an answer to something or read immediately- and mark high importance.</p> <ul style="list-style-type: none"> ● Subject line: Urgent Request or Urgent Inform <p>Please Read: Ensuring your note is read. If you want a response be sure to include it in your request.</p> <ul style="list-style-type: none"> ○ Please read/request
2	Reply or Reply to all	<p>Reply: Recognizing when it is appropriate to respond to the sender and when it is appropriate to respond to all.</p> <ul style="list-style-type: none"> ● Specify if you want the group to reply all or reply back. <ul style="list-style-type: none"> ○ Example; Please provide your schedule for the week, please let me know if you agree with, ● If you are Cc'd only respond if necessary. <p>Only Reply All if: the conversation is ongoing and all participants need to be informed of the process.</p>
3	Accountability to Standard Work	If you receive an email from a team member which does not conform to the SW, please reply to the sender with a reminder to include the standard work.

DO NOT PRINT THIS PAGE FOR DISTRIBUTION

CHANGE LOG					
Change Number	Change Proposed	Updated by:	Change Made? Yes/No	Reason	Date Finalized
example	Change font on all pages to pink	Jane Doe	No	Pink not within approved standard font scheme	4.13.2018
1					
2					
3					
4					
5					
6					