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Assignment #3

Due: May 8, 2003

Heavy Rail Equipment Maintenance Report

The Fiscal Year 1991 Year End Report for the MBTA Heavy Rail Equipment Maintenance Department is provided in SUPPORTING FILES. This report is used both to communicate with department employees and to inform top MBTA management about the department's performance over the year. Carefully review this report and:

1. Critically assess the structure and content of the report, especially with regard to its impact on individual and group employee performance.
2. Propose changes to overcome any deficiencies in the report that you identified in Part (1).

Please limit your response to no more than four pages.

N.B. This is also a two-person assignment -- with each student having a new partner.