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### Efficiency of Company Documents

Renault's communication service has in fact been studying writing in the workplace for several years (in 1991, a brochure on this theme was distributed to all their branches). A typology of documents was circulated. Norms were put into place and are operating today in all of Renault's branches. Efficiency is the key word in this organization ("efficiency of meetings", "efficient documents", etc.)

It is therefore our wish, first of all, to question the meaning of this efficiency and to attempt to measure what this concept covers and implies in communication as we might observe during our various encounters. Secondly, we will present our position on the place and role of the training for professional documents in this context.

These thoughts will address:

A review of the instituting of standardized writing at Renault.

The definition of efficiency in documents sent by the communication service at the Renault branches.

The representation of the documents produced by these norms: making writing technical, writing for non-writing or writing as little as possible.

The questions most often raised by technicians and executives encountered during training periods.

The addressee: to whom should one address documents? The categorical "blanketing" which covers up the problems of the addressee. The reduction in the amount being sent: what should read and not read?

Expectation: form obliges that all internal documents include three points: theme, objective, expectation. Thus, the third point anticipates almost certainly the response: your consideration. What is the true meaning? What might it mean within a company where the management policy tends more and more towards accountability at every level of production?

Documents in actual time: the report, in the typology of the documents, has to be realized in actual time. This happens, naturally, in practice. The grid proposed by standardization requires specifying the names of persons "for action" and the necessary delay. However, it seems that in most instances this participation in the meetings lack the necessary elements to evaluate time. And yet, this part is systematically filled. Everyone knows that the time limits will rarely be respected and yet, what is given to meaning and what is the underlying concept of writing? (writing and simultaneity, idea which is opposed to writing, object of distance).

Training

Brief history of our encounters with Renault, from ordering to on-site needs.

The two largest axes of training: departure from professional documents of participants and their questions in order to construct and modify the training program. Make theoretical contributions, propose exercises adapted to the context. Understand, give meaning to the typology of the documents and come back to the meaning of writing, of communication, question the relationship between the person and writing: leave behind the representations and context of standardization to come back to it with more freedom.