



## **BEST PRACTICE Guidelines for Report Writing**

The following two guidelines are provided for writing and using the report information:

### 1. Develop a baseline.

The data extracted from individual project reports can be used to develop a baseline for the enterprise based on mean scores of the reporting criteria. Rather than comparing quality, productivity, budget, defects, or other categories of metrics to external organizations, valuable management information can be made available. From this baseline, individual projects can be compared. Information from projects consistently scoring above the enterprise baseline can be used to improve those projects that are marginal or fall below the enterprise baseline.

2. Use good report writing practices. The following are examples of good report writing:

- Allow project team members to review the draft and make comments before the report is finalized.
- Don't include names or assign blame.
- Stress quality.
- Limit the report to two or three pages stressing important items; include other information in appendices and schedules.
- Eliminate small problems from the report and give these directly to the project people.
- Hand-carry the report to the project leader.
- Offer to have the testers work with the project team to explain their findings and recommendations.

### **References**

Guide – CSTE Common Body Of Knowledge, V6.1