

Assignment example

[Business](#), [Marketing](#)



Departmental Factoids AFFILIATION: Departmental Factoids Importance of Departmental Factoids for Customers

For every organization, it is important that they provide complete details about specialized terminologies that are being used frequently. Since specialized terminologies needs clarification by customers, both internal and external ones, it is crucial for them to make available the sources from where they can retrieve the information (Factoids, 2012). Some common departmental factoids that are popularly found among various organizations are as follows:

1. In marketing department, CRM stands for Customer Relationship Manager who is the person responsible for handling all kinds of customer queries. PRO stands for Public Relations Officer who handles all queries related to press so that image and reputation of company remains well protected.
2. In IT department, majority of the time people are exchanging IT terminologies that are not understood by employees and customers. There are some frequently used terminologies such as ERP in organizations that stand for Enterprise Resource Planning system that is responsible for handling all resource allocation tasks within the organization.
3. In Human Resource department, many laws are mentioned in the rules and regulations book so that employees are treated fairly such as MWA (Minimum Wages Act), EEO (Equal Employment Opportunity), LEP (Limited English Proficiency) Law, EDA (Employees with Disabilities Act) and many more. These laws are assumed to be understood by everyone and it is important for employees to gather information about them (HR Laws, 2012; LEP, 2010).

In order to make sure that everyone has clear understanding about key terminologies so that there is no confusion for everyone, it is important for organizations to circulate a list of departmental factoids along with details about them so that they are able to ensure that everyone is on the same ground and business operations will be conducted smoothly. If employees have any confusion, then they should freely contact their supervisor who will provide them the right guidance to have a clear understanding about organization's key terms that are exchanged among employees (HR Laws, 2012). Therefore, departmental factoids should be discussed extensively so that there are no problems in communication within the organization.

References

Factoids (2012). Factoids definition. Retrieved September 27, 2012 from <http://www.merriam-webster.com/dictionary/factoid/>

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LEP (2010). Limited English Proficiency Information. Retrieved September 27, 2012 from <http://www.lep.gov/faqs/faqs.html>