

The best advice is to do preventative maintenance treatment (surface treatments) to stop a problem before it starts. ❖

Source:
Winter Tenting of Highway Pavements, NHDOT Research Record, FHWA-NH-RD-12323C, 2000



Accumulated Crack Material

Handling Incoming Communication

Good workplace habits come from working smart. Manage incoming information with the fewest possible moves: e-mail, voice mail, phone calls, and regular mail. It doesn't take long for incoming communication to demand constant attention and rob precious time.

People who receive new e-mails and voice mails all day, should schedule time to check them. (E.G., first thing in the morning and right after lunch.) Read or listen to messages to determine their priority; particularly with regard to current schedules. If necessary or appropriate, send off a prompt answer (promising follow-up, when required).

E-mail

- Use the two-minute rule. When it takes less than two minutes to answer a message, do it then file or delete the message.
- Use folders to organize messages.
- Immediate delete any unneeded messages.
- Use follow-up flags or dated calendar alarms to bring forward e-mail when it needs attention.

Voice Mail

- Review voice mail, take notes and delete them.
- Respond to those that fit the two-minute rule.
- Schedule the others for follow-up, as appropriate.

Postal mail

- Open mail once a day.
- Toss the junk or the unneeded paper.
- Use the two-minute rule.
- File informational mail. Delegate whenever possible. Place the rest in a follow-up system and respond to in a timely manner.

Finally, don't get into the habit of reading every e-mail, when it arrives, or even answering the phone every time it rings. Answer returned calls. Otherwise, use voice mail. Have systems in place to ensure to manage incoming communication within a schedule, rather than letting it manage or even overwhelm schedules. ❖

Source
McKenzie, Ian http://www.ismckenzie.com/archives/cat_organization.html February 14, 2006