

## ✓ CHECKLIST for Usability of Memo Reports

(Numbers in parentheses refer to the first page of discussion.)

### **Ethical, Legal, and Interpersonal Considerations**

- Is the information specific, accurate, and unambiguous? (386)
- Is this the best report medium (paper, email, phone) for the situation? (405)
- Is the memo inoffensive to all parties? (386)
- Are all appropriate parties receiving a copy? (388)

### **Organization**

- Is the direct or indirect pattern used appropriately to present the report's bottom line? (388)
- Is the material "chunked" into easily digestible parts? (387)

### **Format**

- Does the memo have a complete heading? (387)
- Does the subject line forecast the memo's

contents? (387)

- Are paragraphs single spaced within and double spaced between? (387)
- Do headings announce subtopics? (387)
- If more than one reader is receiving copies, does the memo include a distribution notation (cc:) to identify other readers? (416)
- Does the document's appearance create a favorable impression? (387)

### **Content**

- Is the message short and to the point? (385)
- Are tables, charts, and other graphics used as needed? (387)
- Are recipients given enough information for an *informed* decision? (39)
- Are the conclusions and recommendations clear? (399)

### **Style**

- Is the writing clear, concise, exact, fluent, and appropriate? (244)
- Is the tone appropriate? (274)
- Has the memo been carefully proofread?