



ENGR108_OLT “Engineering Communication Expectations”

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be certain.

MTS and ITW's workplace culture offers an environment for engineering personnel to enjoy empowerment, a spirit of independence, responsibility, and accountability. For decades, engineering personnel have mostly been assigned to matrixed project teams where work direction, schedules, and collaboration were established. Within these matrixed teams, communication is more fluent and open. Company-wide, maintaining good **communication** is an essential requirement for success. As with MTS and now with ITW, the "Trust" value is exemplified in our leadership. We act professionally and we trust our staff. MTS leadership focuses on execution of company strategy through recruiting, developing top talent, and supporting career growth for engineers and designers. Our leadership ethos does not and should not micro-manage direct reports.

As the engineering staff engages and strengthens working relationships with product and project teams, the communication becomes pervasive and ubiquitous amongst these matrixed teams as expected. Conversely, communication with people leaders in our work culture at times produces unintended situations where managers and supervisors are not getting informed or engaged when they should be. This guide provides instructions and expectations to improve communication between engineering staff and their leaders.

Please notify your supervisor of the following:

Safety

- Any safety incident witnessed in-plant or off-site; observed unsafe conditions
- “Good catches”, “near misses”, and accidents involving injuries and/or death
- Accidents that cause significant system or facility damage.

Customers

- A “Customer-down” situation, customer visit(s) or unplanned service request(s) requiring 1 day or more of engineering labor

Work Schedule

- Remote work plans (WFH)
- PTO email notification when taking more than 1 day consecutively

Culture

- Disrespectful behavior or hostile attitudes
- Poor compliance with ITW’s Values

Travel

- Unplanned and/or short notice travel requests
- Travel approvals per latest guidelines

Communication Matrix



Category	Details	Colleagues	Supervisor / Mgr	+1 Manager	Sr. Leader / Director	EHS Manager(s)	HRBP	Product Safety & Compliance Engineer	
Safety	Any safety incident or observed unsafe conditions; "Good catch", "near miss"	○	●	●	○	●	○	○	
Safety	Accidents involving injuries and/or death or accidents that cause significant system or facility damage.		●	●	●	●	●	○	
Customers	A "Customer-down" situation, customer visit(s) or unplanned service request(s) requiring 1 day or more of engineering labor		●	●	○	○			
Work Schedule	Remote work plans (WFH) or PTO email notification when taking more than 1 day consecutively	●	●	○					
Culture	Disrespectful behavior, hostile attitudes, or poor compliance with ITW's Values		●	○	○		○		
Travel	Unplanned and/or short notice travel requests Travel approvals per latest guidelines		●	○					

