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EMAIL MANAGEMENT AS A KEY STRATEGIC PRIORITY - RISK REDUCTION, COMMUNICATION & COMPLIANCE

1. How do architectural practices typically use email communication? What sorts of information do they send in this way?

Architectural practices use email communication for everything from client briefs, contracts and HR information to consultant coordination and contractor instructions.

2. What are the benefits of good email management?

Good email management helps ensure that all correspondence is organised and easily retrievable, reduces the risk of lost information and miscommunication, streamlines collaboration, and supports compliance with legal requirements.

3. What are the potential ramifications of poor email management?

Poor email management can result in missing critical project information, leading to delays and mistakes. In some cases, it may expose a practice to legal disputes, as vital documentation could be unavailable to support contractual obligations or regulatory compliance.

4. What is ISO 9001?

ISO 9001 is a globally recognised standard that outlines the requirements for a quality management system (QMS). It provides a framework for organisations to consistently meet customer and regulatory requirements.

5. What sorts of tools are available to help businesses manage their email? How do they work?

Email management solutions work by ensuring emails are stored centrally in existing systems (such as Sharepoint), rather than scattered across individual inboxes. This makes project communication easily accessible to the whole team, improves collaboration, and helps maintain compliance records.

6. Do email management tools integrate with other project management software?

Yes, the best tools of this type are able to integrate directly with Sharepoint and Microsoft 365, so email correspondence lives alongside project files and documents. This creates a single source of data and eliminates the need to switch between multiple platforms.