

**Content:**

Introduction - Office Systems and Procedures - Meaning - Definition - Principles of Office Systems and Procedures - Importance of Office Systems and Procedures - Distinguish between Office Systems and Procedures - Introduction - Office Manuals - Meaning - Definition - Types of Office Manuals - Steps in Preparation and Writing of Office Manuals - Revision and Distribution of Office Manuals

Learning Objectives

- To study the meaning and definition of office systems and procedures
- To understand the principles of office systems and procedures.
- To know the importance of office systems and procedures
- To gain knowledge about office manuals.

a sound environment and peaceful atmosphere inside an office, which results in a controlled working atmosphere. Similarly office procedures are considered to be very important for an efficient office system. So office systems and procedures are like double barrel guns, unless we have an effective and dynamic office system and procedures it is very difficult to achieve the organisation goals and objectives successfully.

Therefore, each organisation shall have well equipped and technology supported office systems and procedures so as to produce good results for their day to day routine business activities.



Fig.6.1 Office Procedures

6.1 Introduction -

A good office system and procedures shall bring in a lot of laurels to an organisation. An efficient way of maintaining office systems provides

6.1.1 Meaning:

All the business undertakings, establishments and other organisations shall have clear vision and well defined objectives. These objectives can be

attained only when it is approached in an orderly manner. Any office systems and procedures of a business establishment comprising various other sub-systems.

Management experts say that each business has a number of subsystems like production control system, marketing system, office system, purchase system, finance system etc., thus the office system itself they call it as a sub-system of the whole business.

6.1.2 Definition:

According to **Milton Reitzfeld** “Success in business, government and non-profit ventures is determined by the maximum utilisation of people, information and resources. Such utilities can be achieved only through the development, installation and supervision of appropriate systems and procedure”.

6.1.3 Principles of Office Systems and Procedures:

At present, modern offices are functioning with their own systems.

Moreover the systems are not the same in all offices. They differ with the type and size of business. Whatever system is followed, it should ensure maximum efficiency. Following are some of the important principles of office systems and procedures.

- (i) Good flow of work
- (ii) Repetition of work should be avoided.
- (iii) Required staff should be maintained.
- (iv) Unnecessary paper can be minimised and writing work can be avoided.
- (v) Best use of specialisation should be made.
- (vi) Principles of management by exception should be used.
- (vii) Unnecessary checking should be avoided.
- (viii) Best use of Machine should be provided.
- (ix) The overall system should be simple and easy to follow.



Fig.6.2 Office Systems and Procedures

6.1.4 Importance of Office Systems and Procedures:

- (i) In the system concept an uniform procedure is followed for similar transactions. So it helps to reduce overall operations cost.
- (ii) The cost of conducting routine office work is also reduced.
- (iii) Responsibility can be easily assigned.
- (iv) Smooth functioning of office systems and procedures helps to reduce delay in work.
- (v) To maintain better coordination between departments.
- (vi) Helps management to provide training to the staff.
- (vii) To improve overall efficiency of the organisation.
- (viii) Helps to have flow of information from top to bottom of the organisation.

6.1.5 Distinguish between Office Systems and Procedures:

Office work is composed of a pattern of office system, procedure and methods. The word office system has been used in different senses. In

the ordinary sense of the term office system means a particular set of work arranged in sequence. It gives a complete picture of personnel, forms, records, machines and equipment involved in completing all the work of the office routine.

6.2 Introduction - Office Manuals:

An office manual is a guidebook, printed and bound and/or in digital format, which provides information regarding the organisational policies and procedures that are adopted within the office. It contains instructions for standard practices relating to the organisation, the office, workplace, the work itself and about the employees and workers.

The importance of office manuals is to save time, create standard guidelines for everyone in the organisation, and provide a solid foundation of knowledge. Manuals can be used for policies, organisational means, departments, systems and procedures, or any combination of the above.

Difference between Office Systems and Procedures

Office Systems	Office procedures
1.It is a plan of work	1. It denotes the steps comprising a plan of work.
2. It states what work is to be done.	2. It shows how the work is done.
3. It denotes a broad division of work.	3. It denotes a small part of each division.
4. A system is prepared once for all.	4. Routines are used again and again.
5.A system includes number of routines	5. A routine does not include a system because it is a guide to work.



Fig.6.3 Office Manuals

6.2.1 Meaning:

An office manual is a kind of handbook which contains the standard practices as well as the organisational policies to give effect to those practices meant for an office. It is a guidebook for the members of the staff and employees. It sets out the guidelines along which the jobs have to be carried out and finished. It is a constant source of information available to all the staff members or employees of an organisation.

6.2.2 Definition:

According to George R. Terry, an office manual has been defined as “a document disclosing the information about an organisation, its set up, conditions of employment and the established system, routine, procedures,

methods, standards, rules and regulations of an office operation.”

6.2.3 Types of Office Manuals:

Types of office manual are mentioned as follows:

- Policy Manual
- Organisation Manual
- Rules and Regulations Manual
- Departmental Manual

6.2.4 Steps in Preparation and Writing of Office Manuals:

The preparation and/or revision of an office manual is the responsibility of an individual executive in a small size organisation. Whereas, if it is a bigger organisation a committee is formed, to prepare and/or revise the office manual. This committee consists of heads of various departments. It is expected that update information and instructions should be given in the office manual.

A standard and an orderly procedure should be followed while preparing office manuals. If so, the completed manual should have clear, accurate and comprehensive information. The preparation work should be completed within reasonable time.

The following steps are taken while preparing an office manual:

- Assigning an individual or formation of a committee according to the nature of organisation.

- (ii) To prepare a list of subjects to be covered in the preparation of the office manual.
- (iii) Receiving of ideas and suggestions from the functional departmental heads and supervisors.
- (iv) Verification of ideas and suggestions whether it is relevant or not.
- (v) Classification and arrangement of subject-wise information.
- (vi) Prepare a Draft Manual (on trial basis)
- (vii) Revision of the Draft Manual, wherever correction or amendment is required.
- (viii) Submission for approval of Top level management.
- (ix) Actual Production of Final manual
- (x) Distribution of Office manual based on need basis.

6.2.5 Revision and Distribution of Office Manuals:

It is very much necessary to update your company or office manuals with current affairs, expectations from employees, such as attendance, safety rules, legal compliances with employment laws, facilities management and dress codes etc., Policies are guidelines that define company rules and procedures and the consequences are not following them. Policy manuals should be regularly reviewed and updated when necessary.

Law changes, new issues arise, and the manual must be updated and kept current. And if your handbook is in multiple languages, each version needs to be updated as well. For this reason, a strategic approach to revising your policy manual means taking a fresh look at each and every policy to determine that they are

- (i) Accurate
- (ii) Up to-date



Fig.6.4 Department wise Office Manuals



- (iii) In compliance
- (iv) Complete
- (v) Understandable

Office manuals are useless unless they are properly distributed amongst various employees for whom they are meant. It is the employees or staff responsibility to adhere

to the rules and regulations mentioned in the office manuals. Organisation manuals may be distributed only at the top level management and in rare cases amongst those with lesser responsibility. The departmental manuals should be distributed to various other departments and employees as they are directly affected by them.

Points to be Remembered

- **Systems and Procedures:** It is defined as “Success in business, government and non-profit ventures is determined by the maximum utilisation of people, information and resources. Such utilities can be achieved only through the development, installation and supervision of appropriate systems and procedures.
- **Office Manuals :** An office manual is a kind of handbook which contains the standard practices as well as the organisational policies to give effort to those practices for an office.

Evaluation



PART – A



OBJECTIVE TYPES :

1. Choose the Correct Answer : (1 Mark)

1. A good office _____ shall bring in lot of laurels to an organisation.

- | | |
|------------------|---------------------------|
| a. Atmosphere | b. Systems and Procedures |
| c. Policy Manual | d. Practice Manual |
- Ans. (b)**

2. Office systems and Procedures of a business establishments comprising of various _____ .

- | | |
|---------------|---------------|
| a. Subsystems | b. Equipments |
| c. Methods | d. Services |
- Ans. (a)**





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PART – B

II. Very Short Answers:

(3 Marks)

1. What is meant by the office system and procedures?
2. Define the term office system and procedures.
3. Write a short note on office manual.
4. Define the term office manual.
5. What are the types of office manuals?

PART – C

III. Short Answers:

(5 Marks)

1. What is the importance of office systems and procedures?
2. Distinguish between office systems and procedures.
3. Explain Revision and distributions of office manuals.

PART – D

IV. Essay type questions :

(10 Marks)

1. Explain the Principles of office systems and procedures.
2. What are the steps in preparation and writing of office manuals?

ACTIVITY



Teachers Activity:

- Can show a chart regarding the formation of procedure. Types of manual.
- PowerPoint Presentation on office systems and procedures can be made.

Students Activity:

- Can give assignments on office systems, procedures and manuals.
- Collect various office manuals and submit



References :

1. *Pressurearticles.com// office systems and office*
2. *Office manual : Your article library.*



1. *Laurels : An award or praise on recognition of an achievement.*
2. *Systems : Several procedures integrated together.*
3. *Procedures : Planned sequence of operations.*
4. *Manual : A Book giving instructions or information.*