

Subject- 5.6 programme Elective (office procedure)

FAA- 5TH SEM

Unit I – Office Introduction and Management

1.1 Introduction of Modern Office

A modern office is a workplace where different types of business, administrative, and clerical work are carried out using up-to-date technologies. Unlike traditional offices, modern offices use digital tools such as computers, internet, email, and office software to complete tasks more efficiently and accurately.

The main goal of a modern office is to support business functions like communication, planning, documentation, and record-keeping. It serves as the central place where all the important decisions are made, and daily operations are managed.

Modern offices are designed to be more employee-friendly, with better lighting, comfortable furniture, and open layouts that promote teamwork. Technology in modern offices helps save time, improve accuracy, and reduce paper use, which also makes it more environment-friendly.

1.2 Lay Out and Management

Office layout means how the desks, chairs, equipment, and departments are arranged in the office space. A good office layout helps workers move easily, communicate better, and work more comfortably. For example, placing departments like accounts and administration close to each other saves time and improves coordination.

There are two main types of layout: open and closed. In an open layout, many employees share one big hall, which is good for teamwork. In a closed layout, there are separate rooms for each department or person, which offers more privacy.

Office management includes planning, organizing, and supervising office work so that everything runs smoothly. The office manager plays an important role in ensuring that resources like time, materials, and manpower are used properly to achieve office goals.

1.3 Elements of the Office Management

Office management is made up of several important elements. The first is planning, which means setting goals and deciding how the work will be done. Next is organizing, where tasks and responsibilities are divided among staff and departments.

Another key element is staffing, which involves hiring the right people and training them to perform office duties. Then comes directing, which means guiding and supervising employees to stay on the right track.

Lastly, controlling ensures that everything is happening according to plan and helps identify any mistakes.

All these elements must work together to keep the office efficient. Good office management helps increase productivity, reduces costs, and ensures that office goals are met within time and budget.

1.4 Environment of an Office, Interior, Security of the Office

A healthy and positive office environment includes proper lighting, clean surroundings, fresh air, and noise control. Employees work better when they feel comfortable and safe. The interior of the office—such as color schemes, design, and furniture—also affects mood and performance.

Offices should be well-decorated, organized, and clutter-free to make them look professional and pleasant for both employees and visitors. Comfortable chairs, organized desks, and proper storage space improve efficiency and reduce stress.

Security is equally important in an office. This includes protection of data, documents, equipment, and staff. CCTV cameras, ID cards, biometric attendance systems, and fire safety equipment help protect the workplace from theft, fire, or unauthorized access.

1.5 Knowledge of Stationery Items and Maintenance

Stationery refers to all the basic supplies used in the office like pens, paper, files, staplers, envelopes, and notebooks. These items may seem small, but they are very important for daily office work. Without them, even simple tasks like writing a letter or filing a report can become difficult.

Each office should keep a proper record of all stationery items and check regularly if they are available in the right quantity. The storekeeper or office assistant usually manages this task.

Good maintenance includes ordering supplies on time, avoiding wastage, and storing them properly to avoid damage. This saves money, reduces delays in work, and keeps the office running smoothly.

Unit II – Planning of Office Functions

2.1 Planning of Office System and Routines

Planning of office systems and routines means deciding in advance how office work will be done in an organized and smooth way. Systems are the step-by-step methods used to perform regular office tasks like filing, handling mail, data entry, etc. Routines are the repeated activities done daily or weekly in the office.

A well-planned office system saves time and ensures that tasks are done without confusion or delays. For example, setting up a clear procedure for receiving and sending mail avoids errors. Similarly, planning how files are maintained helps everyone find documents quickly.

Without proper systems and routines, work becomes messy, staff may feel confused, and important deadlines may be missed. That's why planning these activities helps in increasing office efficiency and improves communication within departments.

Planning also includes selecting tools, assigning responsibilities, and setting timelines. Once the system is created, it should be regularly checked and improved as needed.

2.2 Work Flow

Workflow means the movement of work or tasks from one person or department to another in an office. For example, a customer order may first go to the sales department, then to billing, then to dispatch. A smooth workflow means each task is completed on time and passed along without delay.

If the workflow is not planned properly, work may get stuck in one place, and deadlines may be missed. This leads to poor customer service and low employee performance. A good workflow ensures that the right work reaches the right person at the right time.

Workflow planning includes understanding who does what, how long it should take, and in what order tasks should be performed. Diagrams or flowcharts are sometimes used to make workflows clear and easy to follow.

Today, many offices use digital tools or software to manage workflow more efficiently. These tools help in tracking progress and reducing manual work.

2.3 Need of Office System and Routine

Office systems and routines are needed to bring discipline, regularity, and order in office work. When everyone knows what they are supposed to do and how to do it, the work gets done faster and with fewer mistakes. It also helps in better communication and coordination among staff. In large offices with many departments, having set routines is even more important. It avoids confusion and duplication of work. For example, if there's a routine to send reports every Friday, employees will prepare and submit them on time without being reminded.

Having a fixed system also ensures that new employees can understand and follow procedures easily. They don't have to guess how things are done—they can simply follow the written or instructed steps.

Moreover, systems and routines help in measuring performance. If a task is not completed on time, it becomes easier to identify where the delay happened and who is responsible.

2.4 Difference Between Office System and Routine

Although the words "system" and "routine" are related, they are not the same. A system is a full method or process created to do a specific type of work—like the filing system, accounting system, or inventory system. It includes tools, procedures, and instructions. A routine, on the other hand, is the regular practice of doing the same task repeatedly—like checking emails every morning or updating reports every Friday.

In simple terms, a system is the "plan," and a routine is the "habit." Systems are designed once and used for a long time, while routines are followed daily or weekly. For example, the system of maintaining attendance may involve using a biometric machine, while the routine is that every employee must punch in when they enter the office.

Understanding this difference helps in better office planning. Managers focus on setting up systems, while employees are expected to follow routines correctly.

Both systems and routines are necessary for a well-run office. Systems make the work methodical, and routines ensure that work gets done regularly and on time.

Unit III – Office Correspondence

3.1 Handling Office Mail

Handling office mail refers to the process of receiving, sorting, recording, and distributing all letters and parcels that come into the office. It also includes preparing and sending out outgoing mail. This is one of the most important office tasks because it keeps communication running smoothly with clients, suppliers, and other departments.

When mail is received, it is usually opened by the receptionist or the mail clerk. Important details like the date, sender, and subject are recorded in a register or computer system. After that, the mail is passed on to the concerned person or department. Confidential or urgent mail is usually handled directly by the manager.

Outgoing mail must also be prepared carefully. It should have the correct address, postage, and be sent through the proper channel (post, courier, or email). If not handled properly, mail can get delayed or lost, causing problems for the office and its clients.

An organized mail-handling system ensures that no messages are missed and that all communication is timely and professional.

3.2 Incoming Mail Procedure

The incoming mail procedure involves several steps that must be followed to make sure the office receives and acts on letters and parcels efficiently. First, all incoming mail is collected from the post office, courier service, or email account.

Next, the mail is opened (unless it is marked confidential), and the contents are checked. Important details such as the sender's name, the date received, and the subject are noted in a register or mail log. This helps in tracking and following up if needed.

After recording, the mail is sorted and sent to the relevant person or department. Urgent mail is marked clearly so it gets attention quickly. Sometimes, a copy of the mail is also kept for office records.

A good incoming mail system helps ensure that no important information is missed and that replies can be sent without delay.

3.3 Outgoing Mail Procedure

Outgoing mail refers to the letters, documents, or parcels that the office sends out. The outgoing mail procedure begins with preparing the letter or document. It should be properly written, printed, and approved if necessary.

Once ready, the document is put into an envelope with the correct address. Then, the mode of delivery is decided — post, courier, or email. The mail is weighed if it is being posted, and the correct postage stamp or courier slip is attached.

Details such as date of dispatch, name of the receiver, and purpose of the mail are recorded in a dispatch register. This helps in keeping track of what was sent and when, in case it needs to be followed up.

A proper outgoing mail procedure makes sure that the office communicates efficiently and builds trust with its clients and partners.

3.4 Centralised File Management System

A centralised file management system means keeping all office records and documents in one place, managed by a central department or team. This makes it easier to store, find, and protect important information.

In such a system, every file is given a number or name and stored properly in cabinets or computer folders. Only authorized staff can access or update these files. This prevents loss of documents and keeps information secure.

It also avoids duplication of records and saves time when employees need to search for data. For example, if all invoices are kept in one central file, the accounts department can find them easily whenever needed.

In modern offices, file management is often done digitally using software, which makes tracking and sharing even more efficient.

3.5 Ordinary Post, Speed Post, Registered Post, Parcel, Courier, Email etc.

There are many ways to send mail, and the method depends on how fast, secure, or important the mail is.

Ordinary post is the regular, low-cost method for sending letters without any tracking. It's useful for non-urgent communication.

Speed post is faster and often used when delivery within a few days is necessary. It also includes tracking. Registered post is used for important documents because it provides proof of delivery and more security.

Parcel post is used for sending packages or larger items through the postal system. For even quicker or international deliveries, courier services like Blue Dart, DTDC, or FedEx are preferred. They are more expensive but very reliable and fast.

Email is the fastest and most commonly used method today. It is used for both formal and informal communication and allows instant sending and receiving of documents. However, for legal or physical documents, postal or courier services are still used.

Unit IV – Office Filing and Indexing

4.1 Meaning and Importance

Filing means keeping all important documents in an organized manner so that they can be found quickly when needed. Every office receives and creates many documents such as letters, reports, bills, and forms. If these are not stored properly, they can get lost or damaged.

A good filing system helps in saving time, avoiding confusion, and increasing efficiency. For example, if an employee needs to check a previous invoice or letter, they can find it quickly from the file instead of wasting time searching randomly. This helps the office run smoothly. Filing also protects documents from damage due to dust, water, or fire, especially if they are kept in cabinets or stored digitally. Old files can be archived or disposed of safely when they are no longer needed.

In short, filing is an important part of office management, helping in proper record-keeping, smooth functioning, and legal safety.

4.2 Classifications of Files

Files in an office can be classified based on their content, use, or arrangement. One common way is to divide them into subject files, numerical files, and alphabetical files.

Subject files are arranged by topic, such as “Invoices,” “Employee Records,” or “Legal Documents.”

Numerical files are arranged by numbers assigned to each document or case, such as file number 101, 102, etc.

Alphabetical files are arranged based on names — for example, A to Z — which makes it easy to find documents by company or client name. Files can also be classified as active (used regularly), semi-active (used occasionally), and inactive (rarely used but kept for reference or legal reasons). Digital files can also be organized using folders and categories on a computer.

Choosing the right classification helps maintain neatness and allows quick access to information.

4.3 Traditional vs Modern Filing Methods

Traditional filing methods involve keeping paper documents in cabinets, folders, or drawers. Files are labeled and arranged either in alphabetical, numerical, or date-wise order. Common tools used include lever arch files, ring binders, box files, and filing cabinets.

While this method is simple and easy to understand, it takes up space and requires physical effort. Also, it can be difficult to share documents quickly across different locations or departments.

Modern filing methods use digital tools such as computers and cloud storage. Documents are scanned or created digitally and stored in folders on the computer or online platforms like Google Drive, Dropbox, or SharePoint. These can be shared instantly and accessed from anywhere with internet access.

Modern filing saves time, space, and money. However, it also requires proper training and data security measures. Many offices today use a combination of both traditional and digital filing for flexibility and backup.

4.4 Indexing

Indexing means creating a list or guide that helps in locating files or documents easily. It works like a map or directory for your filing system. Without indexing, finding a document in a large number of files can become very difficult and time-consuming.

There are different types of indexing methods such as alphabetical indexing, numerical indexing, subject-wise indexing, and geographical

indexing. For example, if you are using alphabetical indexing, documents will be listed based on the name of the person or company (A to Z).

In numerical indexing, each file or document is assigned a number. This method is good when there are many files, and it reduces confusion if names are similar. Subject indexing arranges files based on topics like “Finance,” “HR,” or “Sales.”

Indexing makes filing systems more efficient by making document retrieval fast and simple. It is a must for both traditional and digital filing systems.

Unit V – Office Records

5.1 Meaning and Importance

Office records are written or digital documents that contain important information about an organization’s activities. These records may include letters, invoices, employee details, meeting minutes, contracts, receipts, and more. They are created, received, and stored by offices during their day-to-day work.

Maintaining proper records is very important because they serve as proof of what has been done. For example, if there is any confusion about a payment, the office can check the old receipt or invoice to clear things up. Records also help in planning, decision-making, and monitoring progress.

Office records help in legal matters too. If a business is audited or faces a legal issue, proper records can serve as evidence. They also support communication within and outside the organization by keeping track of past interactions.

In summary, office records are essential for smooth operations, transparency, and long-term planning. They protect the organization’s interests and ensure that important information is not lost.

5.2 Types of Record

There are several types of records maintained in an office, and they can be grouped into different categories based on their purpose and content. Some of the major types are:

Administrative records: These include policies, procedures, office orders, and reports that help in managing the organization.

Financial records: These contain details of income, expenses, bills, budgets, and audits.

Legal records: These include contracts, agreements, licenses, and government permissions.

Personnel records: These are related to employees, such as appointment letters, leave records, salary slips, and performance reports.

Correspondence records: These consist of letters, emails, memos, and communication with clients or vendors.

Records can also be in physical (paper) form or digital form. Offices today use both types depending on their needs. Choosing the right format and organizing them properly is important for quick access and security.

5.3 Principles of Record Making

Creating and maintaining records in the office must follow certain basic principles to ensure they are useful and reliable. The first principle is accuracy — the information recorded must be correct and up to date.

Wrong or incomplete records can create confusion and harm decision-making.

The second principle is simplicity — the records should be easy to understand, with clear language and proper formatting.

Overcomplicating the content can make it hard to use or follow. Every record should be organized properly under suitable headings, with dates and reference numbers.

The third principle is confidentiality and security — some records contain sensitive or private information and must be stored safely. Passwords, locked cabinets, or restricted access systems can be used to keep them secure.

Finally, records should be stored for the right duration. Some documents may be needed only for a few months, while others must be kept for several years. Having a record retention schedule helps the office know when to keep or discard document.

