Administrative Office Procedures

Use a Template to Stay Consistent from Track to Track

Consistency can be difficult to attain when you are moving from track to track. Implementing the use of a template will develop consistency between tracked procedures. There are different templates available, but you can also create your own template and tailor it to the needs of your organization.

What to Include in a template:

- Department: The department that the procedure falls under
- Category: The division that the procedure falls under (Accounting, HR, etc.)
- Job: The job title of the individual who typically performs the procedure
- Purpose: The reason for the procedure's implementation
- Statement: The policy statement outlines the actions and behavior required using the active voice.
- Regulations: List any laws or regulations to which the policy applies
- Related information: List any guidelines, policies, or procedures related to the new policy.

You may also need to include keywords, definitions, or background information, depending on the scope and complexity of your procedures.

Allow Office Personnel to Express Improvements/Updates if Needed

Never underestimate the importance of feedback. The people who use the guide are the best ones to listen to when it comes to making improvements and updating the information. Do not simply wait for people to share their views. Provide employees with different opportunities to communicate with you.

For example:

- Discuss the binder at weekly meetings.
- Provide surveys.
- Bring it up in one-on-ones.

Depending on the organization of the company, you may choose to allow employees to update the binder on their own.

Effective Time Management

Every organization can benefit from effective time management. When documenting procedures, it is important to include time management strategies.

Strategies:

- Stay organized: Organize the workspace so that you do not waste time looking for things.
- Prioritize tasks: Complete important tasks before the unimportant ones.
- Stop procrastinating: Identify procrastination and avoid it.
- Make a schedule
- Delegate: Give others the responsibilities that do not require your attention.

Binders should include tools with the strategies to help manage time. Tools that binders may include are schedules, time sheets, checklists, and estimated timing per task to help employees keep track of their work and make adjustments as necessary.