Level 4

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Unit Details

WA10: Office Effectiveness and Efficiency

4.8 Manage Office Facilities

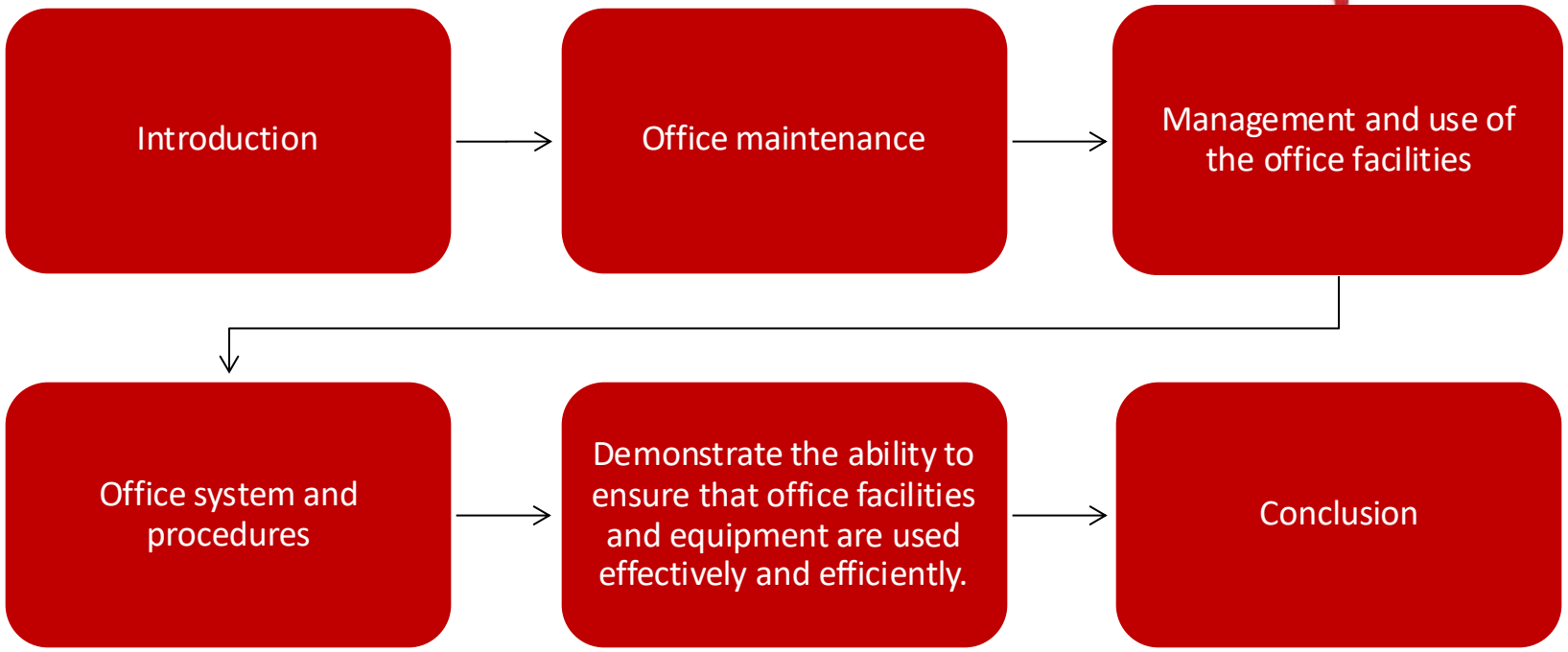
LO4.19: Demonstrate the ability to provide and maintain office facilities and equipment to meet the needs of the users.

LO4.20: Demonstrate the ability to co-ordinate the use of office resources.

LO4.21: Demonstrate the ability to implement, communicate, review and evaluate office systems and procedures.

LO4.22: Demonstrate the ability to ensure that office facilities and equipment are used effectively and efficiently.

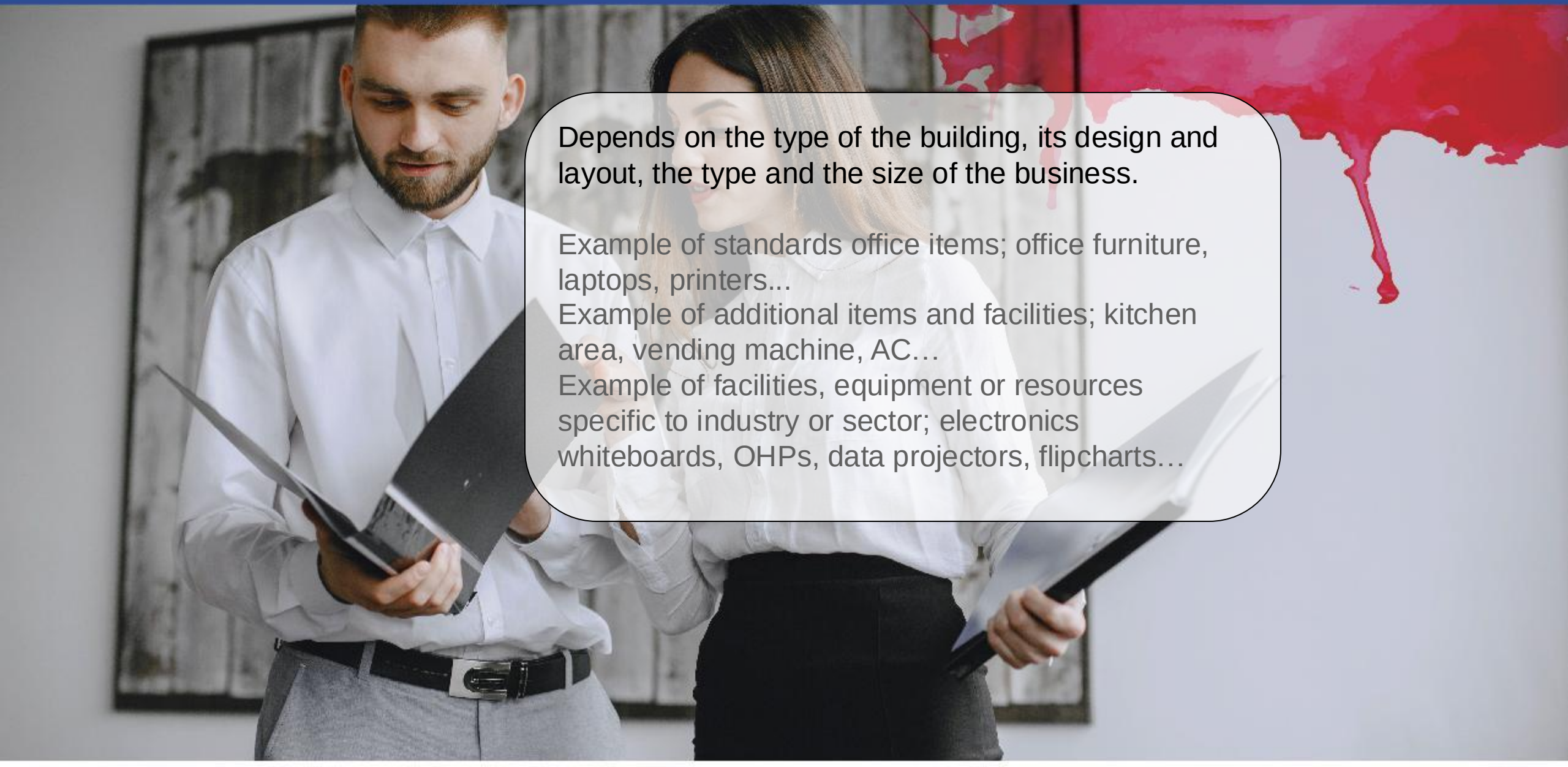
Route Map


Introduction
Office maintenance
Management and use of the office facilities
Office system and procedures
Demonstrate the ability to ensure that office facilities and equipment are used effectively and efficiently.
Conclusion

The importance of office and facility management

Facilities management aims to provide efficient and effective services to a company that needs their assistance. The role of a facilities manager is to oversee day-to-day tasks and employee operations. They work together with employees to create systems that assist in making it easier for them to go about their daily work.

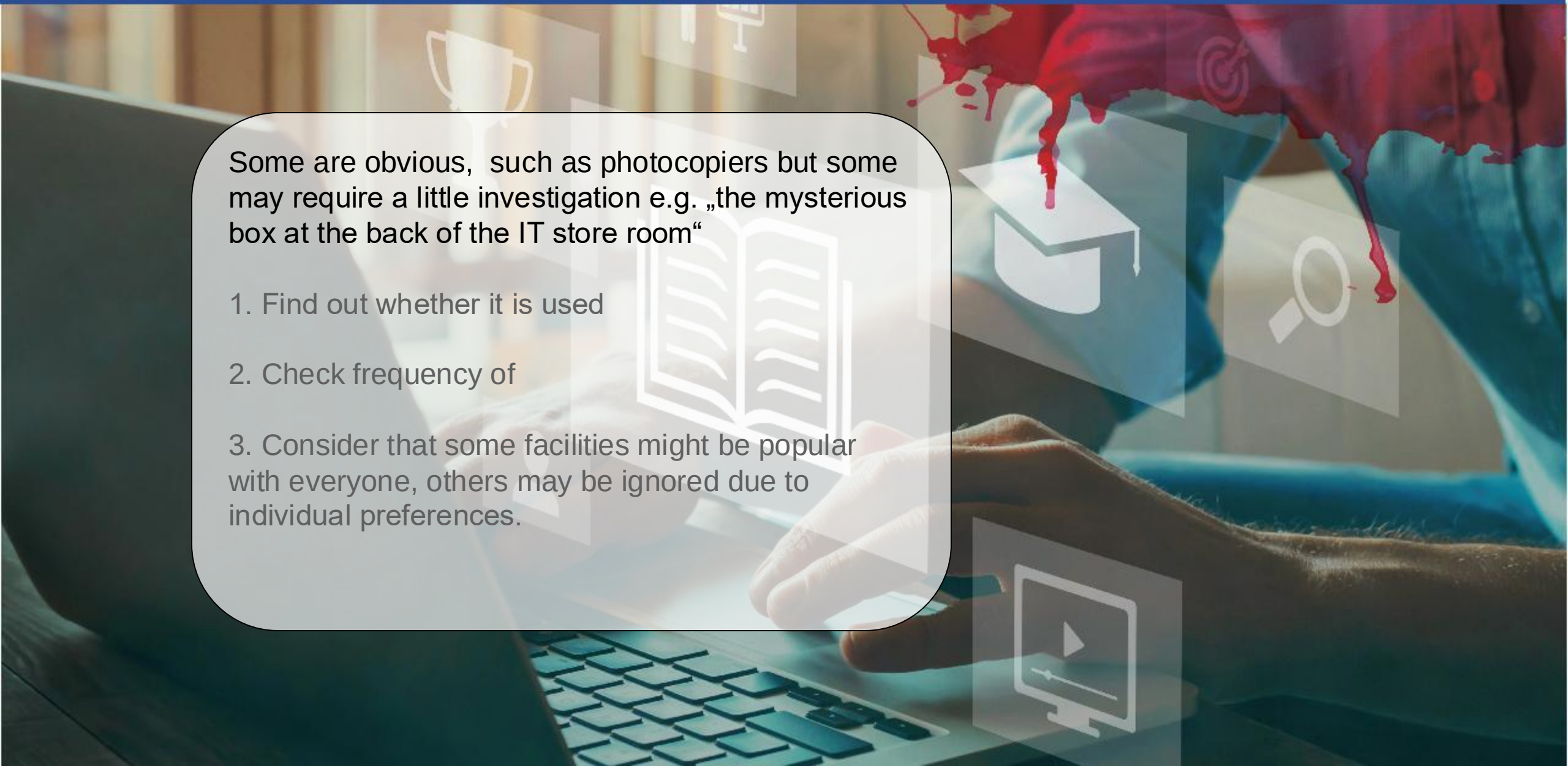
Range of office facilities and equipment



Depends on the type of the building, its design and layout, the type and the size of the business.

Example of standards office items; office furniture, laptops, printers...
Example of additional items and facilities; kitchen area, vending machine, AC…
Example of facilities, equipment or resources specific to industry or sector; electronics whiteboards, OHPs, data projectors, flipcharts…

Associating the facilities with user needs



Some are obvious, such as photocopiers but some may require a little investigation e.g. „the mysterious box at the back of the IT store room“

1. Find out whether it is used

2. Check frequency of

3. Consider that some facilities might be popular with everyone, others may be ignored due to individual preferences.

Identifying user needs

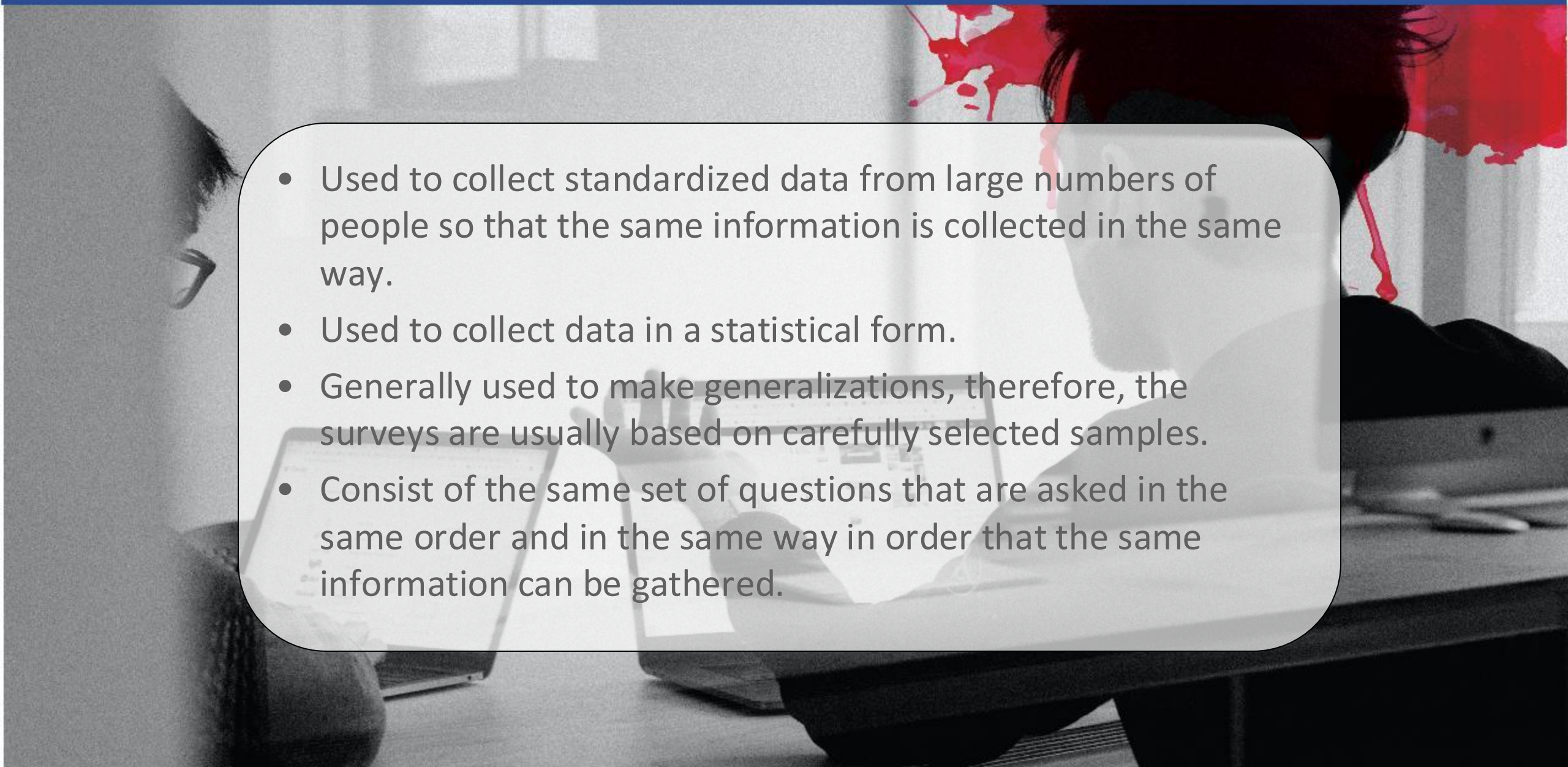
Needs change over time because of:

- Technological developments.
- Increase of work demands.
- New task and activities of the business are undertaken.
- Legal requirements, changes to office systems and procedures.

Methods for identifying users needs:

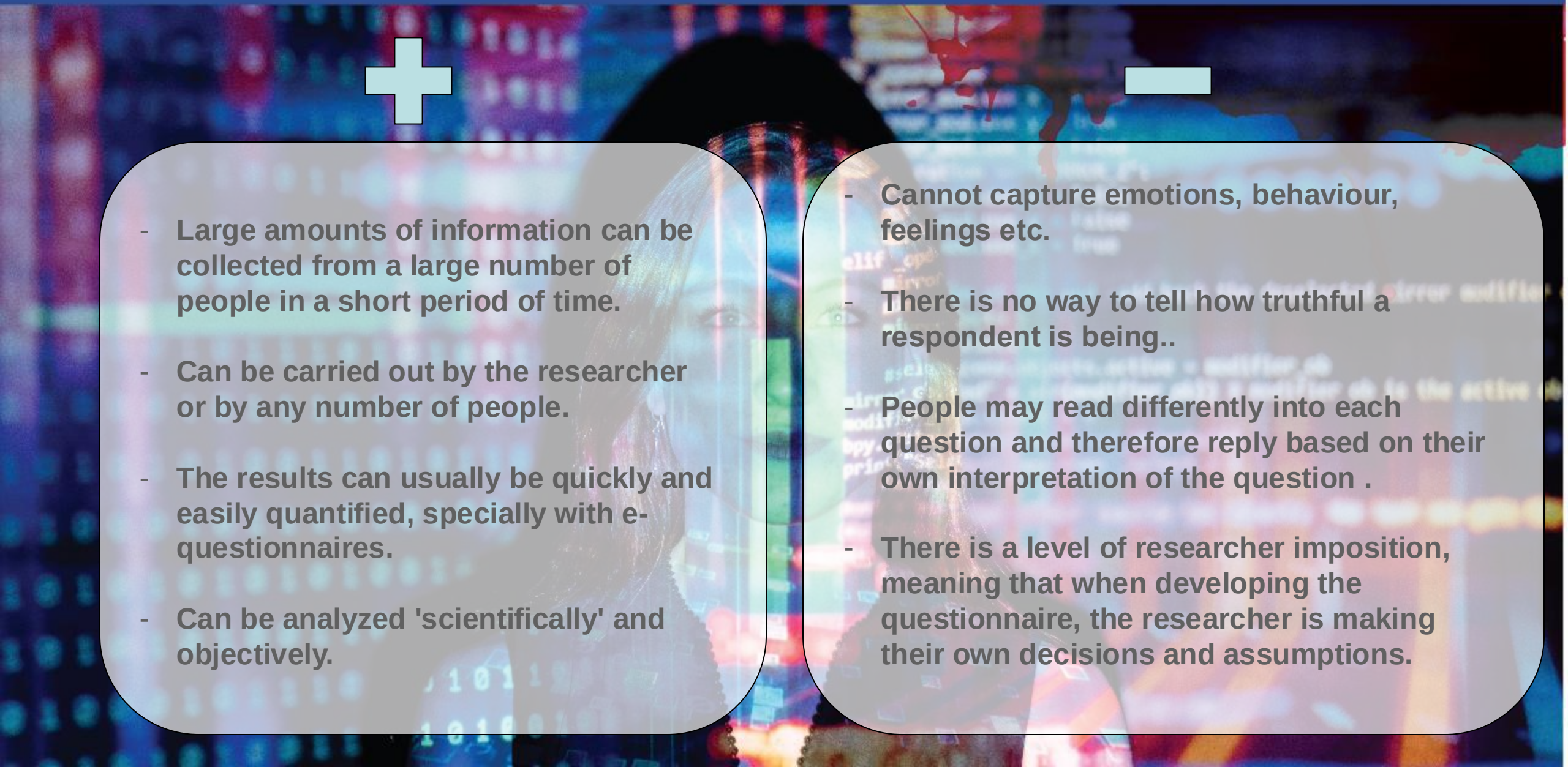
- Observation
- Record and monitor complaints by users
- Check the records

Questionnaires



- Used to collect standardized data from large numbers of people so that the same information is collected in the same way.
- Used to collect data in a statistical form.
- Generally used to make generalizations, therefore, the surveys are usually based on carefully selected samples.
- Consist of the same set of questions that are asked in the same order and in the same way in order that the same information can be gathered.

Questionnaires



- Large amounts of information can be collected from a large number of people in a short period of time.
- Can be carried out by the researcher or by any number of people.
- The results can usually be quickly and easily quantified, specially with e-questionnaires.
- Can be analyzed 'scientifically' and objectively.

- Cannot capture emotions, behaviour, feelings etc.
- There is no way to tell how truthful a respondent is being..
- People may read differently into each question and therefore reply based on their own interpretation of the question .
- There is a level of researcher imposition, meaning that when developing the questionnaire, the researcher is making their own decisions and assumptions.

Managing office facilities

Monitoring facilities

Providing and maintaining office equipment

Arranging for resources

Maintenance of office facilities

- **Purchases of facilities and equipment (checklist).**
- **Repairs to facilities and equipment (checklist).**
- **Sourcing stock and equipment (checklist)**

Types of problems in the office

Supplier problems

Damage, breakdowns and crises

User problems

Problem solving step by step

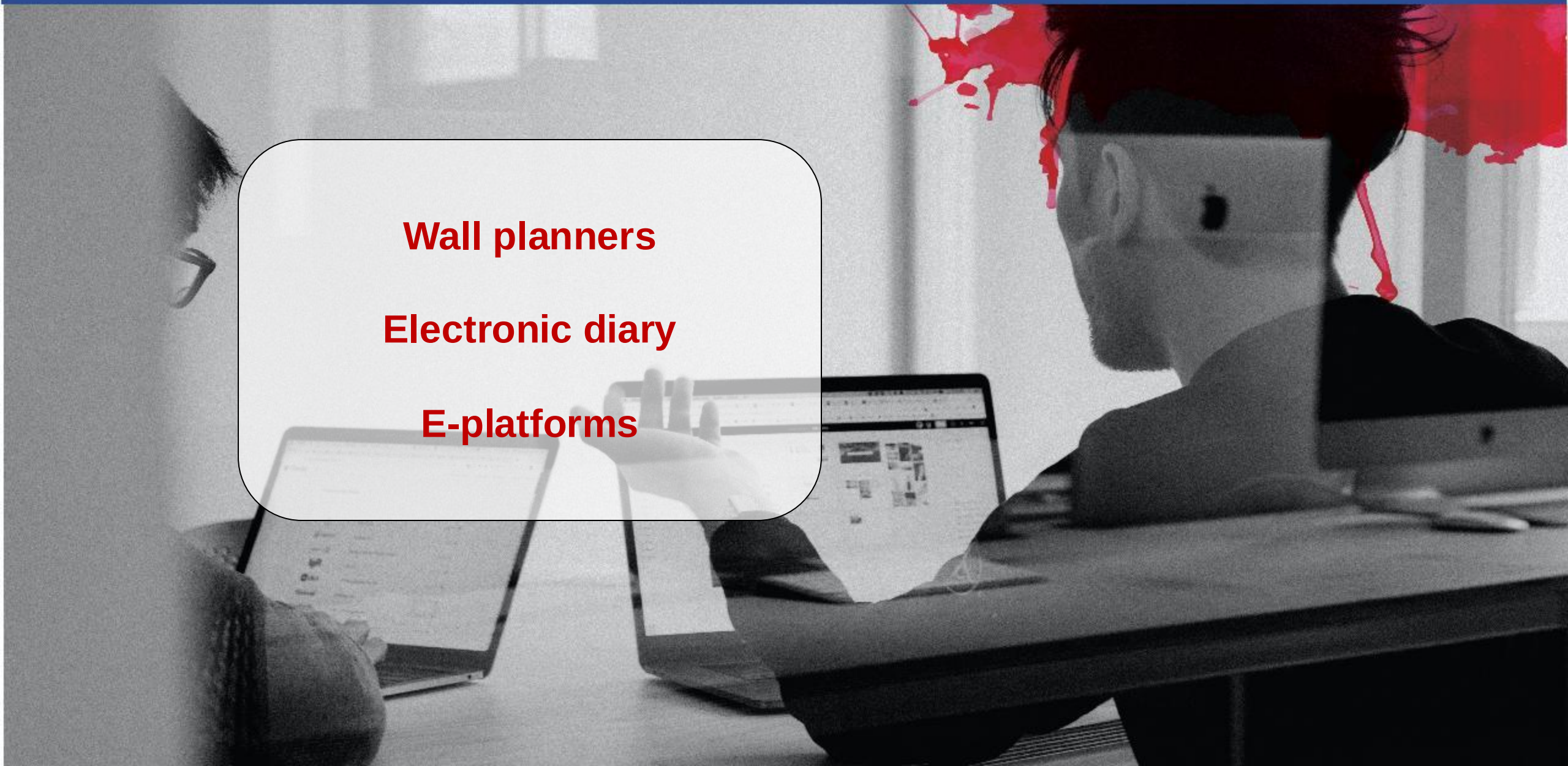
1. Check the information you have been given to make sure the facts are correct.
2. Assess the seriousness of a problem and its consequence.
3. Check if there are any procedures you should follow.
4. Identify whether you cans solve the problem internally or externally.
5. Consider the range of possible solutions.
6. Come back later; remember that sleeping on a difficult problem often helps you to think of a solution.
7. After the problem has been solved, think about why it occurred. What can you do now to prevent a recurrence?

Maintenance of office facilities

- ✓ Check
- ✓ Read
- ✓ Procedures
- ✓ Routinely check the condition of equipment
- ✓ Routine cleaning
- ✓ Create a plan

Evaluating work of others

Planners/diary systems

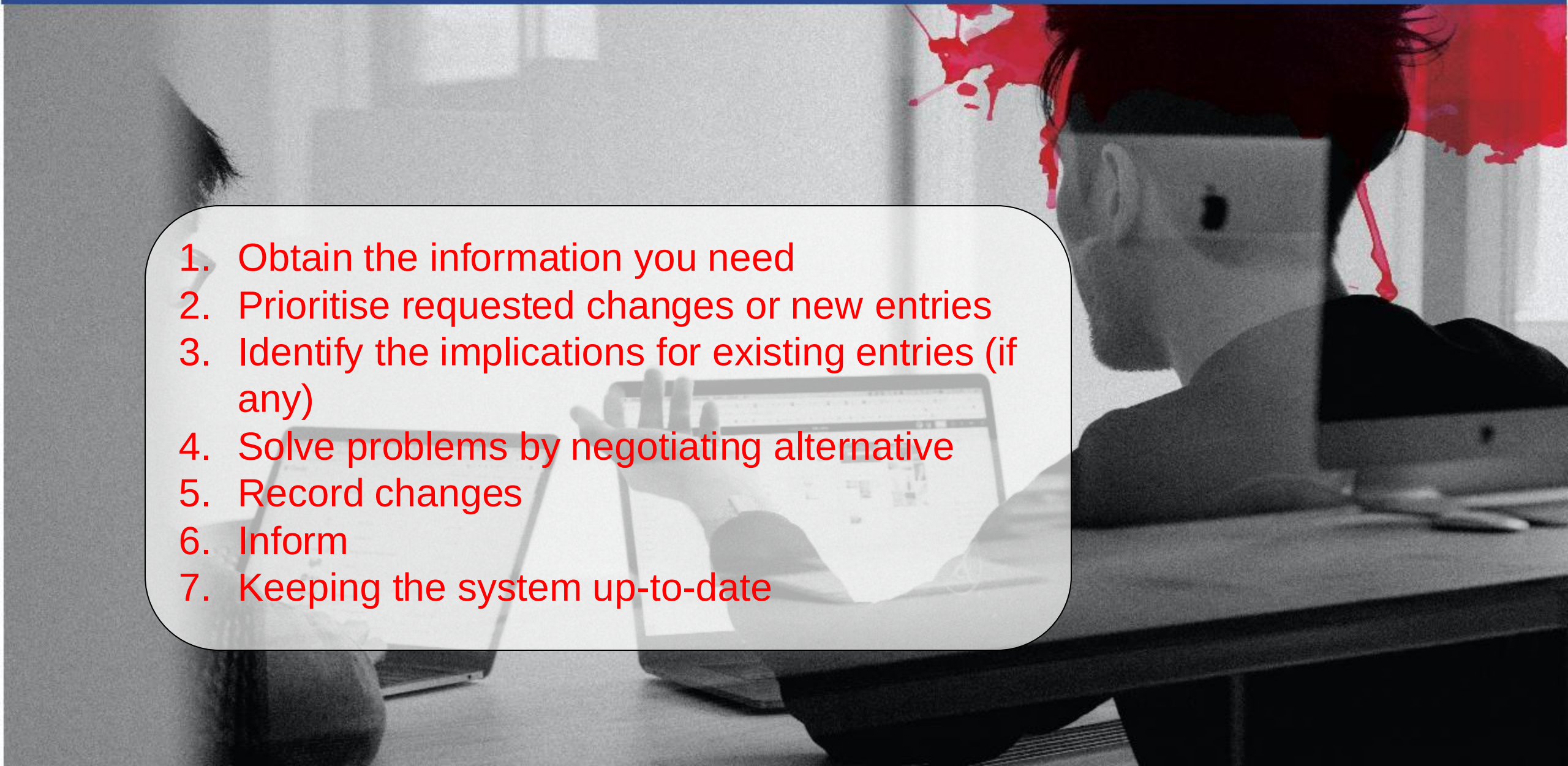


Wall planners

Electronic diary

E-platforms

Activities involved in managing office resources



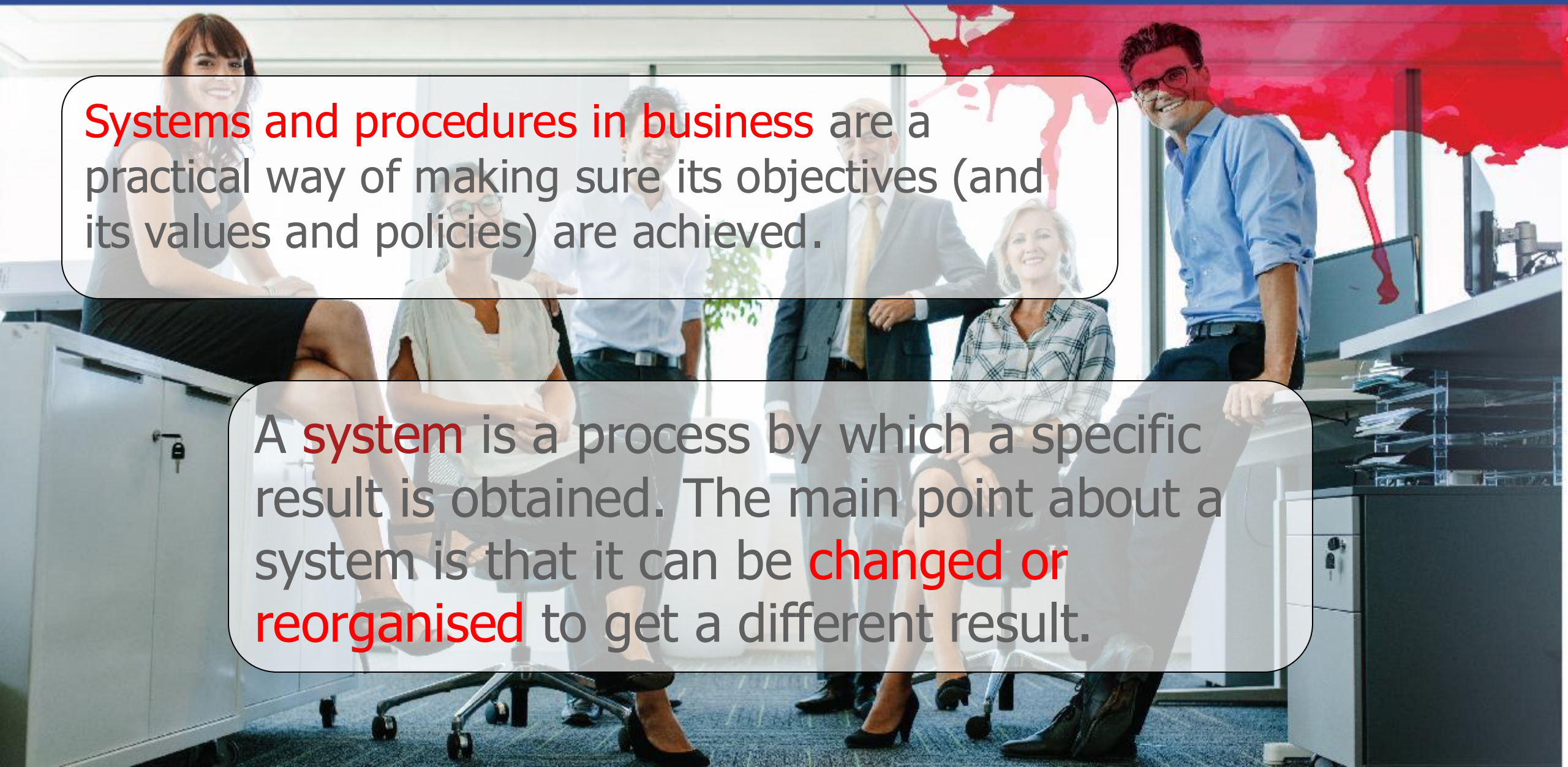
1. Obtain the information you need
2. Prioritise requested changes or new entries
3. Identify the implications for existing entries (if any)
4. Solve problems by negotiating alternative
5. Record changes
6. Inform
7. Keeping the system up-to-date

Managing office resources

Prioritizing when making changes

Communicate the changes

Office systems and procedures



Systems and procedures in business are a practical way of making sure its objectives (and its values and policies) are achieved.

A system is a process by which a specific result is obtained. The main point about a system is that it can be changed or reorganised to get a different result.

Office systems and procedures

Procedures support a system because they tell users what to do, usually in a list of step-by-step instructions. You use procedures every day.

Mandatory
Recommended
Suggested

Office systems and procedures

Meaning of Office System

Office system means planning of an office work systematically to achieve the main and subsidiary objectives of an organization within minimum efforts and costs.

Definition of Office System

An office system can be defined as an orderly arrangement of whole activities of an office and framing of procedures to be followed for the effective and economic performance of work.

The importance of the needs for systems and procedures and the principles of an office system

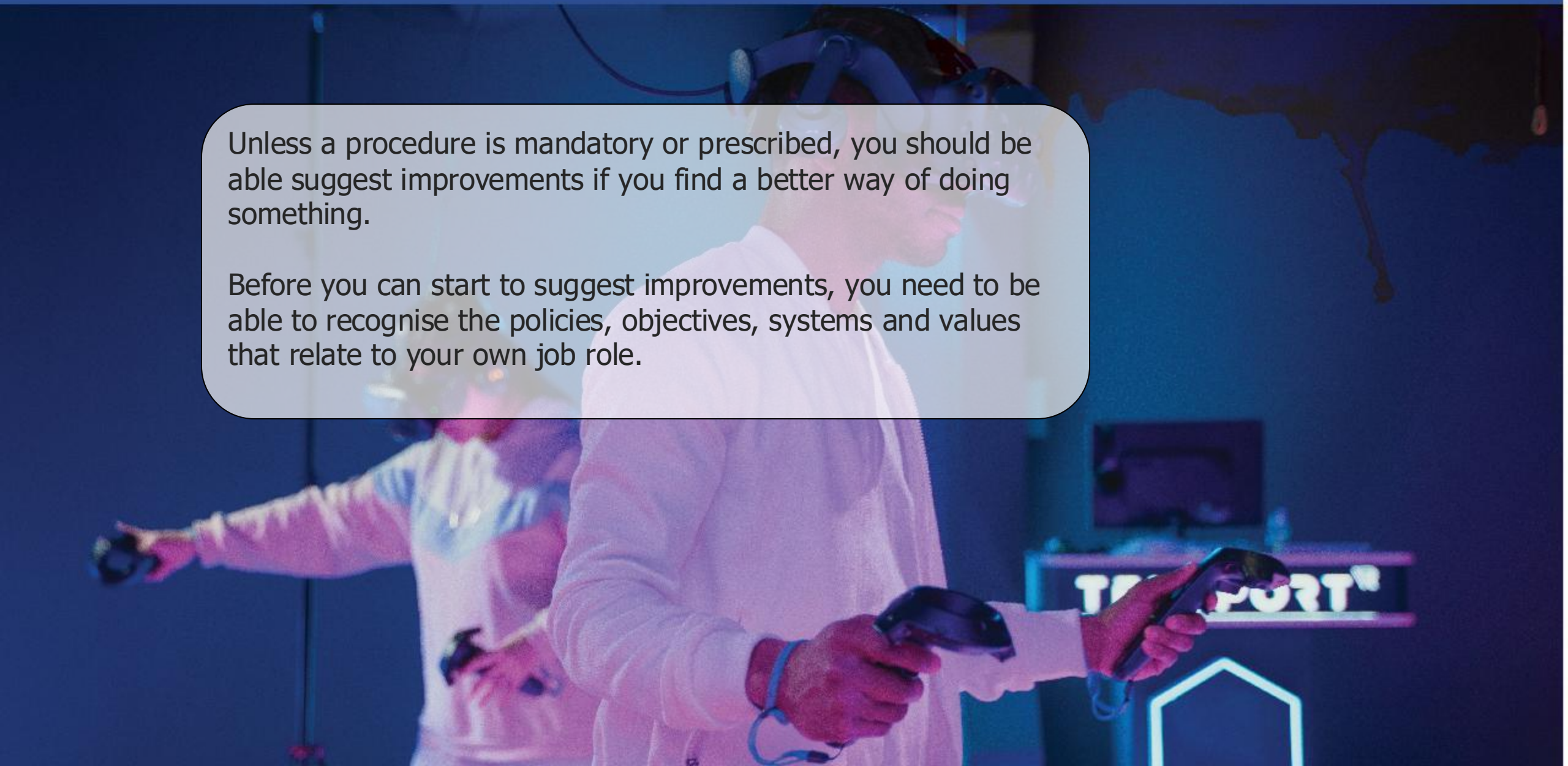
The need for systems and procedures

1. Improving Operating Efficiency
2. Maintaining Uniform Procedure
3. Optimum Utilization of Resources
4. Reduce office Expenses
5. Minimizing the Operating Expenses
6. Fixation of Responsibility
7. Achieving Organization Goals
8. Reducing errors
9. Prevention of fraud
10. Better coordination

Possible office systems and procedures

- Purchasing equipment and consumables
- Damage, loss and equipment breakdowns
- Taking valuable items off the premises
- Allocating and coordinating the use of resources
- Monitoring and checking usage of equipment or resources
- Stock control
- Mail processing
- Security issues
- Carrying out risk assessments

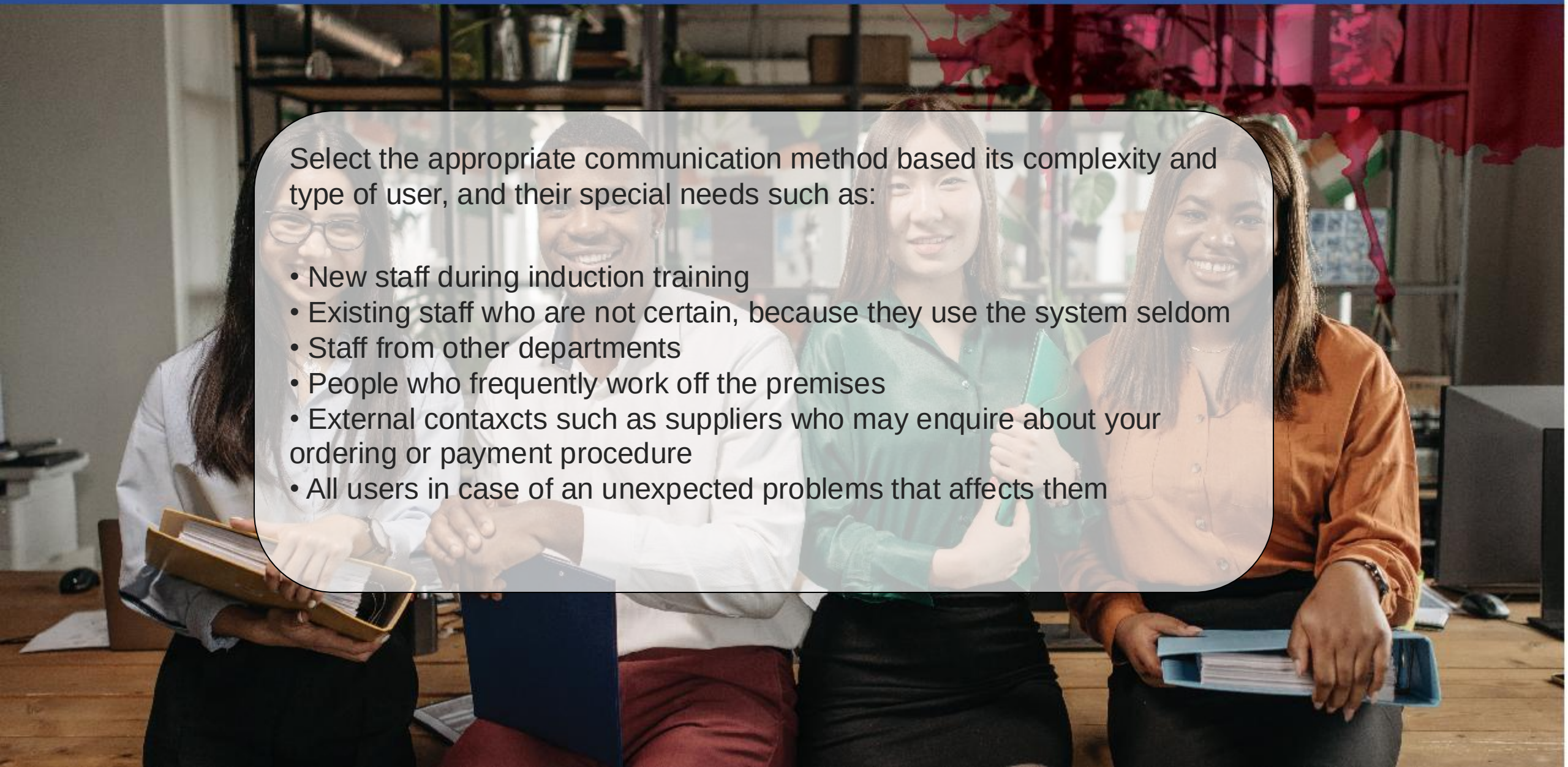
Office systems and procedures



Unless a procedure is mandatory or prescribed, you should be able suggest improvements if you find a better way of doing something.

Before you can start to suggest improvements, you need to be able to recognise the policies, objectives, systems and values that relate to your own job role.

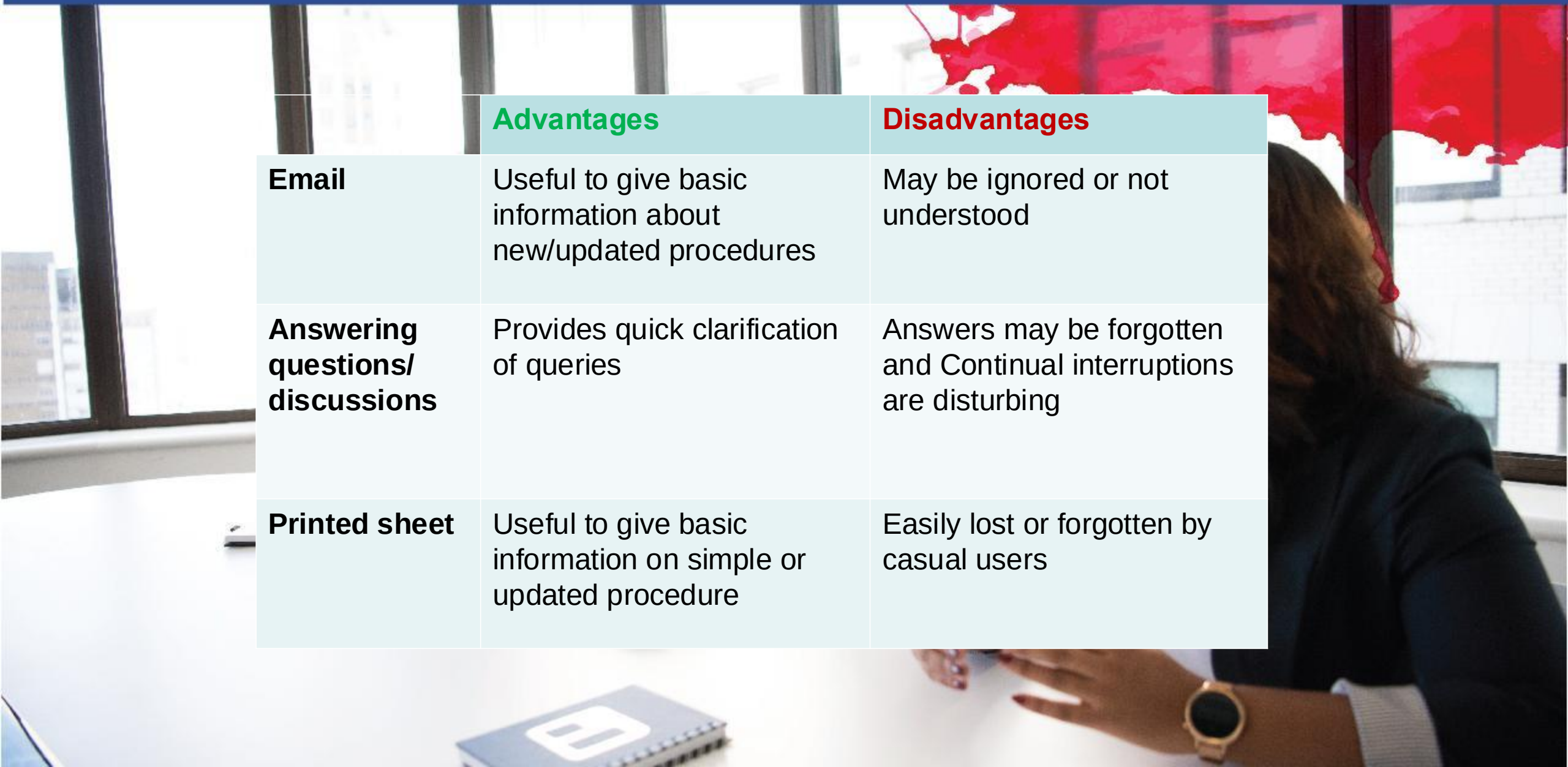
Communicating procedures in a comprehensive way



Select the appropriate communication method based its complexity and type of user, and their special needs such as:

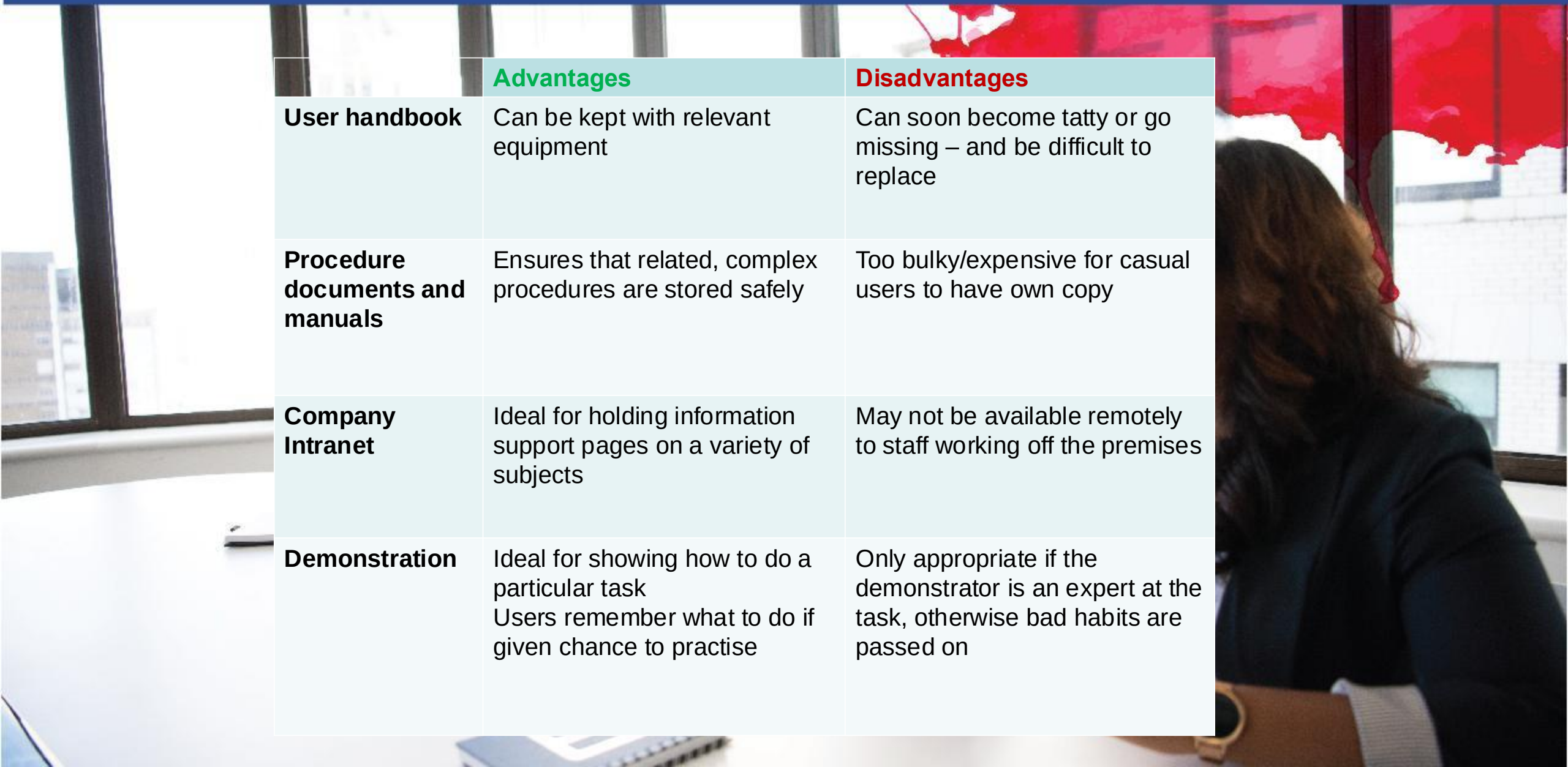
- New staff during induction training
- Existing staff who are not certain, because they use the system seldom
- Staff from other departments
- People who frequently work off the premises
- External contaxcts such as suppliers who may enquire about your ordering or payment procedure
- All users in case of an unexpected problems that affects them

Communicating procedures METHODS



	Advantages	Disadvantages
Email	Useful to give basic information about new/updated procedures	May be ignored or not understood
Answering questions/ discussions	Provides quick clarification of queries	Answers may be forgotten and Continual interruptions are disturbing
Printed sheet	Useful to give basic information on simple or updated procedure	Easily lost or forgotten by casual users

Communicating procedures METHODS



	Advantages	Disadvantages
User handbook	Can be kept with relevant equipment	Can soon become tatty or go missing – and be difficult to replace
Procedure documents and manuals	Ensures that related, complex procedures are stored safely	Too bulky/expensive for casual users to have own copy
Company Intranet	Ideal for holding information support pages on a variety of subjects	May not be available remotely to staff working off the premises
Demonstration	Ideal for showing how to do a particular task Users remember what to do if given chance to practise	Only appropriate if the demonstrator is an expert at the task, otherwise bad habits are passed on

Communicating procedures METHODS

	Advantages	Disadvantages
Printed notice	Useful near office equipment and unsupervised areas; e.g. stationery or equipment store to say basic procedure and whom to contact if the user has an urgent request	Can be overdone Too many notices are impersonal untidy and give the impression of being dictatorial
Training session	Enables complex procedures to be communicated properly and questions to be asked answered	Must be well organised and be the right length to retain interest

Efficiency and effectiveness

Efficiency relates to being productive and working quickly and cost-effectively.

Effectiveness means doing high-quality work and prioritising correctly.

Controlling optimal use of office facilities

All office facilities need to be controlled for the following reasons:

- to prevent theft or inappropriate use of equipment or resources
- to prevent damage
- to enable users' needs to be met as much as possible, even though these needs may conflict
- to enable scarce resources to be shared fairly amongst users.
- to enable the office facilities to be maintained in good condition for as long as possible
- to conserve the budget – so money is not spent on unnecessary repairs and replacements.

Methodological Tool I

What is the correct order?

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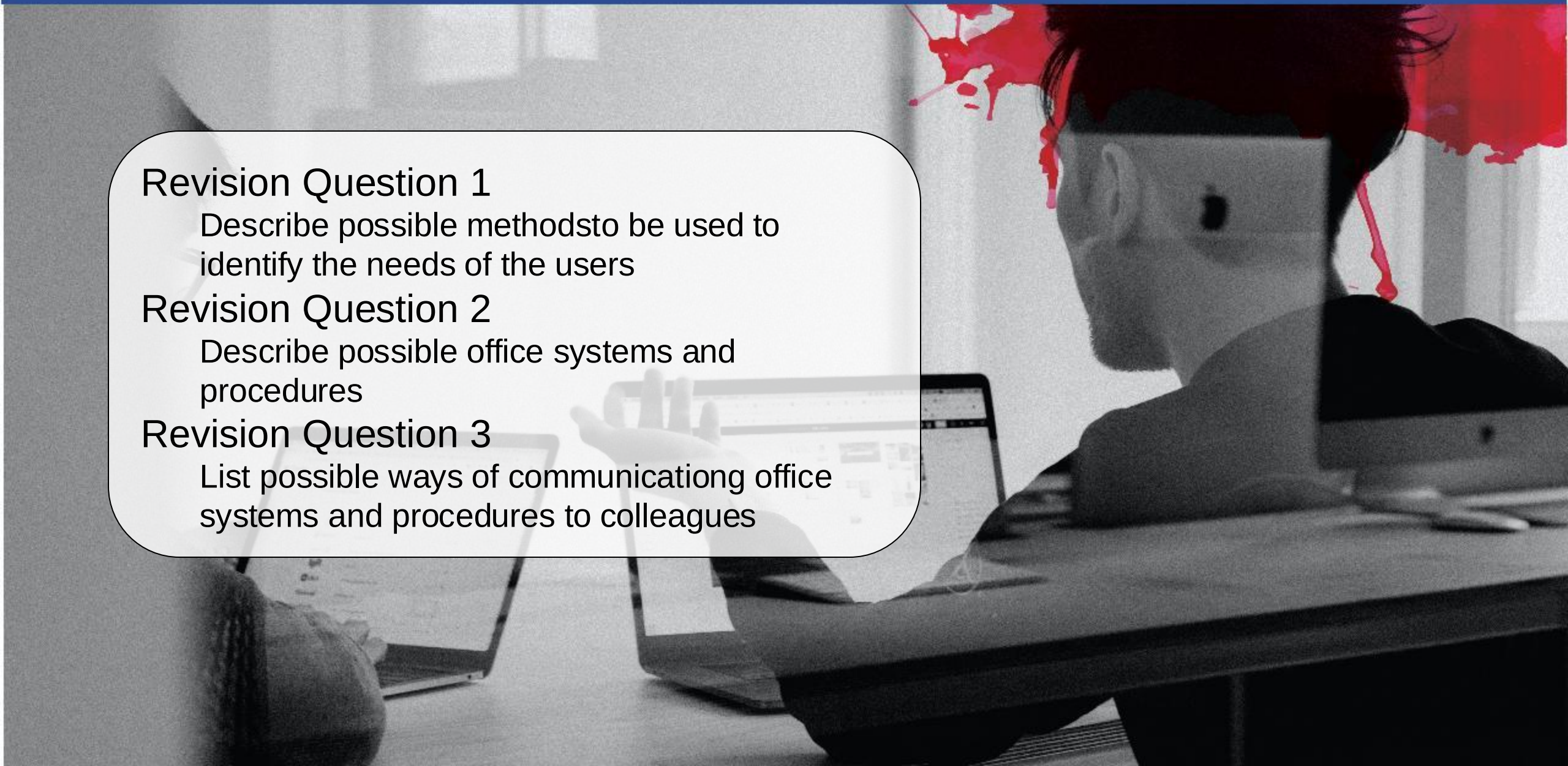
Revision Questions



Revision Question 1

Describe possible methodsto be used to identify the needs of the users

Revision Question 2

Describe possible office systems and procedures

Revision Question 3

List possible ways of communicationg office systems and procedures to colleagues

WELL DONE!

You have completed Unit 4.8

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