

# CONTENTS

## PART I

### *The Organization Element*

CHAPTER	PAGE
1 SCOPE AND DUTIES OF THE OFFICE AND ITS MANAGER . . . . .	3
2 OFFICE ORGANIZATION FOR OPERATION AND CONTROL . . . . .	18

## PART II

### *The Human Element*

3 BUILDING UP THE OFFICE FORCE . . . . .	39
4 PERSONNEL CONTROL FUNCTIONS . . . . .	86
5 MORALE BUILDING ACTIVITIES . . . . .	140
6 EMPLOYEE ACTIVITIES AND SERVICES . . . . .	162
7 SUPERVISION . . . . .	176
8 COMPENSATION . . . . .	195
9 EMPLOYEE RELATIONS AND PUBLIC RELATIONS . . . . .	243
10 PLANS FOR EMPLOYEES' SECURITY . . . . .	282

## PART III

### *The Physical Element*

11 OFFICE ENVIRONMENT . . . . .	299
12 PHYSIOLOGICAL FACTORS . . . . .	332
13 USE OF OFFICE SPACE . . . . .	379

## PART IV

### *The Operation Element*

14 OFFICE STANDARDIZATION . . . . .	429
15 FURNITURE AND EQUIPMENT . . . . .	456
16 OFFICE SUPPLIES AND FORMS . . . . .	487
17 DEVELOPING AND RECORDING—OFFICE METHODS AND PRO- CEDURES . . . . .	517
18 CORRESPONDENCE AND FILING . . . . .	565
19 COMMUNICATIONS AND REPRODUCTION . . . . .	614
20 RECORDING SYSTEMS AND RECEPTION PROCEDURES . . . . .	648

PART V  
*The Control Element*

CHAPTER	PAGE
21 PLANNING, SCHEDULING, AND DISPATCHING WORK . . . . .	677
22 COST CONTROL . . . . .	708
23 AIDS TO CONTROL—REPORTS AND PUBLICATIONS . . . . .	727
24 SOURCES OF INFORMATION . . . . .	757

APPENDICES

APPENDIX	PAGE
A—A CHECK LIST FOR OFFICE MANAGEMENT FUNCTIONS . . . . .	771
B—PRODUCTION STATISTICS . . . . .	783
C—OFFICE CUSTOMS . . . . .	810
D—STANDARD SIZES FOR OFFICE FORMS . . . . .	825
INDEX . . . . .	839