

# OFFICE PROCEDURES MANUAL



LAWYERS  
MUTUAL  
LIABILITY INSURANCE  
COMPANY OF  
NORTH CAROLINA

## RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

1

The **OFFICE POLICIES SECTION** refers to rules and regulations, like employment, behavior, and inclement weather procedures.

2

The **OFFICE PROCEDURES SECTION** documents administrative functions, like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

### THE MANUAL

#### WRITING THE MANUAL

1. Use simple language. Sentences 20 words or less.
2. Have a detailed structure – outline format.
3. Use a positive tone.
4. Compile information before you begin to write the manual.
5. Avoid specific actions and instead focus on standard document preparation.
6. Organize information into categories to give the manual structure.
7. Create a production schedule.
8. Edit for consistency.
9. Establish a review.

#### STANDARD FORMATS

Policies and standards on the following:

- **Typography.**
- **Letters and Memos.** Including fax cover sheets.
- **Pleadings.** Include format rules dictated by the courts.
- **Other Documents.** This might include email formatting, forms, office signatures.



#### OFFICE STRUCTURE

- **Introduction.** Include firm's mission.
- **Building Layout and Access.** Maps of the building and office layout, access to the office outside of business hours.
- **Job Descriptions.** Identify responsibility for jobs and tasks.
- **Supplies and equipment.** Location of supplies and equipment, and maintenance procedures.

#### OFFICE PROCEDURES

Detailed instructions on:

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

#### PERSONNEL POLICIES

- **General Policies.** Include federal and state regulations.
- **Employment.** Classification, personnel files, disciplinary/termination terms.
- **Conduct.** Include online behavior and use of office equipment and supplies.
- **Hours of Work.** Describe any telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

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# Modern Office Procedures

**American Management Association**

## **Modern Office Procedures:**

**Modern office procedures** ,1979    **Leading Contemporary Economists** Steven Pressman,2008-10-01 This book describes the important contributions of several contemporary economic figures including recent Nobel Laureates Describing their work and putting it into an historical perspective these chapters explain how their work constitutes a major contribution to the discipline of economics and how it has broadened economic science Co Editor of    **The Legacy of John Kenneth**

**Galbraith** STEVEN PRESSMAN,2013-10-18 When John Kenneth Galbraith passed away on April 29 2006 the economics profession lost one of its true giants And this is not just because Galbraith was an imposing figure at 6 feet 9 inches tall Throughout his life Galbraith advised Presidents made important professional contributions to the discipline of economics and also tried to explain economic ideas to the general public This volume pays tribute to Galbraith s life and career by explaining some of his major contributions to the canon of economic ideas The papers describe the series of unique contributions that Galbraith made in many different areas He was a founder of the Post Keynesian view of money and a proponent of the Post Keynesian view that price controls were necessary to deal with the problem of inflation in a modern economy where large firms already control prices and prices are not determined by the market He promulgated the view that firms manipulate individual preferences and tastes through advertising and other means of persuasion and he drew out the economic implications of this view He was a student of financial frauds and euphoria and a forerunner of the Post Keynesian Minskian view of finance and how financial markets really work This book was published as a special issue of the Review of Political Economy    **Office Practices in Secondary Schools** William Claude Reavis,Robert Carlton Woellner,1930

**Modern Railroads** ,1949    **Office Management Series** American Management Association,1930    **Modern Office Procedures, Book 1** G. A. Reid,1967    **AMS Management Information Guide** Administrative Management Society,1965

**Peter F. Drucker** John Cunningham Wood,Michael C. Wood,2005 A polymath and prolific writer Peter F Drucker has published influential books across seven decades Taking a humanistic approach to management he emphasises that it is people who create business which in turn means that they have a crucial role in modern society This collection gathers together key material to enable students and researchers to explore the impact of Drucker s ideas Also included is a new introduction by the editors and an annotated bibliography to create a unique and indispensable resource for both student and scholar alike    **Annual Catalog** ... University of Idaho,1912    **Guide to Microforms in Print** ,1995    **Personnel Management Abstracts** ,1971    **Reverse Acronyms, Initialisms, & Abbreviations Dictionary** ,1987    **New York Court of Appeals. Records and Briefs.** New York (State).,    **The Architectural Forum** ,1930    **Industrial Marketing** ,1977

**California. Supreme Court. Records and Briefs** California (State)., Number of Exhibits 4 Court of Appeal Case s D012494    **Hotel Administration** ,1930    **Systems & Procedures** ,1959    **Title News** ,1966 Includes proceedings of the association s annual convention

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