

How to Write an Office Procedures Manual

By [Christina Hamlett](#) eHow Contributor
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From time to time, workers may need to refresh their memories on how to perform certain tasks. Likewise, new employees to an organization will want to learn the ropes as quickly as possible without having to keep interrupting supervisors or co-workers with countless questions. An office procedures manual accomplishes both of these objectives while providing written protocols and expectations of performance that can be subsequently referenced in employee appraisals and documentation for disciplinary actions.

Difficulty: Moderate

Instructions

1. 1

Identify the purpose and scope of the office manual you want to develop. The content of office manuals generally falls into two categories: (1) how to interact with people and (2) how to perform specific tasks including the operation of equipment necessary to create, manage and deliver goods and services. Office manuals also often include organizational charts, resource directories and sample forms. The complexity of an office manual is based on who the target users will be. If, for example, the content relates to customer relations and how to process complaints, it wouldn't make sense to include chapters on how a forklift operates or how to handle hazardous materials.

2. 2

Decide on the format presentation that best fits your company's needs. While office manuals are typically thought of as guidelines printed on paper and placed in three-ring binders with subject divider tabs, technology has opened the door to more exciting --- as well as more economical --- methods of delivering information. Consider, for instance, whether an online procedures manual would make it easier and faster for employees to access information by entering keywords. An electronic format might also facilitate the process of updating and revising content as well as incorporating audio content and video demonstrations to enhance learning.

3. 3

Make a list of all the chapter topics you want your manual to address. If, for example, you decide to write guidelines on how to operate various pieces of office equipment, you would identify individual sections for [computers](#), fax machines, telephone systems, microfiche, photo-copy machines, recording systems, postage meters and collating devices. Decide whether you are going to write all of the content yourself or assign the first draft of each section to individuals who are well versed in the subject matter.

4. 4

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IM Harris



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