

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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Guide To Office Procedures

National Library of Medicine (U.S.)



Guide To Office Procedures:

IRS Published Product Catalog United States. Internal Revenue Service,1997 **Resources in Education** ,1995-04

The Office Process Redesign Language Jean-Loup Chappelet,Michael Sherwood-Smith,2006-06-02 The main objective of this book is to describe and explain the Office Process Redesign Language OPRL and recommend its use for hands on business leaders office process redesign professionals and management consultants who wish to ensure that IT investments in office systems deliver benefits The second objective of the book is to support the academic community in their courses and research P v *Modern typewriting and manual of office procedure. [With] Teacher's handbook and key* Arthur E. Morton,1903 **Resources in Vocational Education** ,1980 **Research in Education** ,1974 **The Librarian and Book World** ,1918 **Office-Based Otolaryngology, An Issue of Otolaryngologic Clinics of North America** Ashley Agan,Robert Deeb,2025-08-28 In this issue of Otolaryngologic Clinics guest editors Drs Ashley Agan and Robert Deeb bring their considerable expertise to the topic of Office Based Otolaryngology Top experts discuss key topics such as lasers in office based laryngology office based procedures for dysphagia posterior nasal nerve ablation in office sinus surgery sialendoscopy anesthesia in office based procedures and more Contains 16 relevant practice oriented topics including patient selection safety and preparedness for office based procedures office based otology and laryngology minimally invasive cosmetic procedures office based facial plastic surgery balloon dilation of the Eustachian tubes and more Provides in depth clinical reviews on office based otolaryngology offering actionable insights for clinical practice Presents the latest information on this timely focused topic under the leadership of experienced editors in the field Authors synthesize and distill the latest research and practice guidelines to create clinically significant topic based reviews **Agricultural Education** ,1972 *Procedural Report on the 1960 Censuses of Population and Housing* United States. Bureau of the Census,1963 **Working Paper** ,

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