

Planning Chart
Standard Operating Procedures Manual

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| <p>1 What purpose does manual serve?</p> <p><input type="checkbox"/> To promote productivity</p> <p><input type="checkbox"/> Inform & instruct</p> <p><input type="checkbox"/> Provide operating instruction</p> <p><input type="checkbox"/> Other:</p> | <p><input type="checkbox"/> Filing procedures</p> <p><input type="checkbox"/> Fire procedures</p> <p><input type="checkbox"/> Follow-up work</p> <p><input type="checkbox"/> Form letters</p> <p><input type="checkbox"/> Forms</p> <p><input type="checkbox"/> History of company</p> |
| <p>2 Who should the manual reach?</p> <p><input type="checkbox"/> New personnel</p> <p><input type="checkbox"/> Old personnel</p> <p><input type="checkbox"/> Special personnel</p> <p><input type="checkbox"/> Other</p> | <p><input type="checkbox"/> Inquiries</p> <p><input type="checkbox"/> Insurance records</p> <p><input type="checkbox"/> Job descriptions</p> <p><input type="checkbox"/> Keys (key files)</p> <p><input type="checkbox"/> Mailing lists</p> <p><input type="checkbox"/> Mailing procedures</p> <p><input type="checkbox"/> Maintenance data</p> <p><input type="checkbox"/> Manual revisions</p> <p><input type="checkbox"/> Office rules</p> <p><input type="checkbox"/> Order handling</p> <p><input type="checkbox"/> Organization chart</p> <p><input type="checkbox"/> Personnel policies</p> <p><input type="checkbox"/> Purchasing procedures</p> <p><input type="checkbox"/> Record keeping</p> <p><input type="checkbox"/> Rental and lease records and procedures</p> <p><input type="checkbox"/> Routine procedures</p> <p><input type="checkbox"/> Security</p> <p><input type="checkbox"/> Supplies</p> <p><input type="checkbox"/> Tax records</p> <p><input type="checkbox"/> Technical information</p> <p><input type="checkbox"/> Telephone rules</p> <p><input type="checkbox"/> Tenant data</p> <p><input type="checkbox"/> Ticklers</p> <p><input type="checkbox"/> Valuable papers</p> <p><input type="checkbox"/> Vault</p> |
| <p>3 Which manual is the best type?</p> <p><input type="checkbox"/> General office</p> <p><input type="checkbox"/> Instructional</p> <p><input type="checkbox"/> Special training</p> <p><input type="checkbox"/> Technical data</p> <p><input type="checkbox"/> Combination manual</p> | <p><input type="checkbox"/> Order handling</p> <p><input type="checkbox"/> Personnel policies</p> <p><input type="checkbox"/> Purchasing procedures</p> <p><input type="checkbox"/> Record keeping</p> <p><input type="checkbox"/> Rental and lease records and procedures</p> <p><input type="checkbox"/> Routine procedures</p> <p><input type="checkbox"/> Security</p> <p><input type="checkbox"/> Supplies</p> <p><input type="checkbox"/> Tax records</p> <p><input type="checkbox"/> Technical information</p> <p><input type="checkbox"/> Telephone rules</p> <p><input type="checkbox"/> Tenant data</p> <p><input type="checkbox"/> Ticklers</p> <p><input type="checkbox"/> Valuable papers</p> <p><input type="checkbox"/> Vault</p> |
| <p>4 Who will compile the manual?</p> <p><input type="checkbox"/> General manager</p> <p><input type="checkbox"/> Personnel department</p> <p><input type="checkbox"/> Office manager</p> <p><input type="checkbox"/> Property manager</p> <p><input type="checkbox"/> Advertising department</p> <p><input type="checkbox"/> Other</p> | <p>8 Which binding is best?</p> <p><input type="checkbox"/> Saddle-stitch</p> <p><input type="checkbox"/> Three-ring binder</p> <p><input type="checkbox"/> Other</p> |
| <p>5 How many copies will be printed?</p> | <p>9 How many pages (estimated)?</p> <p><input type="checkbox"/> 1 to 30</p> <p><input type="checkbox"/> 31 to 50</p> <p><input type="checkbox"/> 51 to 100</p> <p><input type="checkbox"/> 101 to 200</p> <p><input type="checkbox"/> 201 or over</p> |
| <p>6 What size is best?</p> <p><input type="checkbox"/> 8 1/2 x 11 inches</p> <p><input type="checkbox"/> 3 x 6 inches</p> <p><input type="checkbox"/> 5 x 8 inches</p> <p><input type="checkbox"/> 11 x 14 inches</p> <p><input type="checkbox"/> Other</p> | <p>10 How shall the manual be indexed?</p> |
| <p>7 What subjects will be included?</p> <p><input type="checkbox"/> Accounting procedures</p> <p><input type="checkbox"/> Addressing envelopes</p> <p><input type="checkbox"/> Administrative policies</p> <p><input type="checkbox"/> Advertising policies</p> <p><input type="checkbox"/> Banking procedures</p> <p><input type="checkbox"/> Callers-receiving</p> <p><input type="checkbox"/> Cash accounts</p> <p><input type="checkbox"/> Collection procedures</p> <p><input type="checkbox"/> Credit handling</p> <p><input type="checkbox"/> Daily routine</p> <p><input type="checkbox"/> Department relationships</p> <p><input type="checkbox"/> Emergencies</p> <p><input type="checkbox"/> Employee names</p> <p><input type="checkbox"/> Error prevention</p> <p><input type="checkbox"/> Eviction procedures</p> | <p>11 What production process shall be used?</p> <p><input type="checkbox"/> Letterpress</p> <p><input type="checkbox"/> Offset</p> <p><input type="checkbox"/> Photocopy</p> |
| | <p>12 Will pictures or maps be used?</p> |