OFFICE PROCEDURES MANUAL



RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

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

THE MANUAL

The OFFICE POLICIES SECTION refers to rules and regulations, like employment, behavior, and inciement 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.

WRITING THE MANUAL

- Use simple language, Sentences 20 words or less.
- Have a detailed structure outline format.
- Use a positive tone.
- Compile information before you begin to write the manual.
- Avoid specific actions and instead focus on standard document preparation.
- Organize information into categories to give the manual structure.
- Create a production schedule.
- 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.
- Einances.

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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Office Procedures Manual

Yijin Wang

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