

DOAEG-2-01T: Office Operations & Office Management

Total Marks: 100
 External Marks: 70
 Internal Marks: 30
 Credits: 6
 Pass Percentage: 40%

Course: Office Operations & Office Management	
Course Code: DOAEG-2-01T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Understand key concepts and issues of Office Operations & Office Management.
CO2	Identify components of office management roles and procedures and team dynamics.
CO3	Communicate finding using business software applications.
CO4	Identify the operational issues in the value addition processes in office management.
CO5	Understand the analytical skills and problem-solving tools to resolve the operational issues.

Detailed Contents:

Module	Module Name	Module Contents
Module I	Basics of Office Operations	Meaning of office, function of office, primary and administrative functions, importance of office, Relation of office with other departments of business Organization. Types of Office: Concept of paperless office, virtual office, back and front office, open and private office.
Module II	Office Management and Forms	Definition, Principles of Office Management, Elements of Office Management, Functions of Office Management, Duties and Functions of Office Manager, Functional Office Management, Administrative Office Management
Module III	Office Forms	Office Forms: Meaning and types of forms used in business organization, forms controls, form designing, principles of forms designing and specimens of forms used in office.
Module IV	Office Record Management	Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.
Module V	Office Operations	Office Operations: Introduction to MS Excel, Enter & Edit Data, Range of Cells, Entering and Copying the Formula, Cell References, Setting

		the Column Width, Cell Formatting and Fill Handle, Copying and Moving the Cell Content, Inserting Cells, Columns and Rows.
Module VI	Graphic Objects and Charts	About Graphic Objects and Charts, Data Series with Drawing Objects Database & Pivot Table – Refreshing a Pivot Table, Changing the Pivot Table layout, Copying/ Deleting the Pivot Table. Filtering Database Records - Auto Filter and Advanced Filter, Goal Seek.

Books

<ol style="list-style-type: none"> 1. Jain S.P and Chabra T.N, Laxmiparasuram, “Office Management”, Thirichanapalli. 2. V.S.P & P.S NarayanaRao, “Text Book of Office Management”, Tata McGraw Hill Publishing. 3. Singh S.P & Singh B, “Office Management”, S.P Gyan Publishing House, Delhi. 4. T Ramaswamy, “Principles of Office Management”, Himalaya Publication.
