



Updating for Business

An MSC Open Tech sponsored project

The Introduction and Evaluation of Office Systems

A Workbook designed for use with

**Managing the Office, Element 5: The Introduction and
Evaluation of Office Systems**

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Managing the Office

Unit Development Team

Leading Writer: Mike Verstage (*Farnborough College of Technology*)

Writers: Bill Edwards (*NESCOT*), Bea Hucker (*Farnborough*), Sue Smithson (*Farnborough*), Margaret Taylor (*Kingston CFE*), Janette Whitehead (*Farnborough*)

Educational Technologists: Maurice Benington, Diana Laurillard

Design Adviser: Mic Claridge (*WSCAD, Farnham*)

Managing Editor: Lynn Earnshaw

Materials Development Group: Ken Abraham (*Slough CHE*), Gerry Ashton (*Royal Army Educational Corps*), Alan Baikie (*Johnson & Johnson Ltd*), Graham Carr (*Farnborough College of Technology*), Henry Goodman (*BTEC*)

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Workbook Objectives

When you have worked through this Workbook you will be able to:

- list a number of factors in the environment of the business that produce changes within it, and describe the kinds of change so produced
- describe the impact of change on people, explain why they frequently resist change, and describe some of the ways in which this resistance may be displayed
- analyse the social and financial costs and benefits of a proposed new system and its alternatives, and judge which new system would be more cost-effective
- plan the introduction of change into an office so as to achieve an effective change and to reduce resistance to change
- make use of a pilot study to try out a change on a small scale before embarking on a large-scale change
- outline the need for a training programme, and describe how to set one up
- explain how to monitor an office system.


Throughout this Workbook, you will see that each Activity is accompanied by a symbol.



denotes a *reflective activity*, in which you are asked to think for a few minutes about a particular subject, to focus on or reinforce what you have just been reading, and perhaps jot down some notes, before going on to the next piece of work.



denotes an activity for which a specific *written answer* is required, the answers to which you will find at the back of the book.

If you are reading this Workbook as part of your study for the Open BTEC programme, the symbol  indicates points at which you should return to the Learning Sequence in the accompanying Study Guide before proceeding.