

Chapter 10
Office Systems and Technology
Key Terms

1. Capital equipment (assets)	I
2. Cybernetics	A
3. Data flow diagram	N
4. Euthenics	V
5. Full-service supplier	G
6. Global procurement	B
7. Hot desking	O
8. Inventory control	H
9. Inventory management	C
10. Maintenance, repair, and operating supplies (MRO)	I
11. Materials management	R
12. Negotiations	W
13. Office layout chart	L
14. Open-office design	Y
15. Potential supplier list	D
16. Preferred supplier list	S
17. Private-office design	J
18. Process chart	U
19. Purchase order	X
20. Purchase requisition	Q
21. Reorder point	M
22. Request for proposal (RFP)	P
23. Requisition number	E
24. Services	T
25. Workflow	K

Chapter 10
Office Systems & Technology

- A. The information flow resulting from the communications systems being used. **(2) Cybernetics**
- B. Making purchases world wide; impacted by Pacific Rim and Europe procurement options emphasizing quality at a lower cost, a shorter product life cycle due to technology innovations around the world, and the ability to coordinate purchasing activities through world wide networks **(6) Global procurement**
- C. A method to control the investment made in inventories; methods include cross-functional teams, electronic data interchange (EDI), inventory reviews, inventory record system (computerized), and supplier-buyer partnership. **(9) Inventory management**
- D. A list of perspective suppliers generated from marketing representatives, information databases, and trade journals. **(15) Potential supplier list**
- E. A control number from the buying organization that links purchase approval to an authorized individual. **(23) Requisition number**
- F. A nonrecurring asset intended for use over a period of years; includes office furniture, computers, printers, copiers, and other office equipment. **(1) Capital equipment (assets)**
- G. A single supplier for MRO items offering just-in-time inventory management and lower costs. **(5) Full-service supplier**
- H. Securing inventory items through locked storage areas with authorized access or the honor system. **(8) Inventory control**
- I. Technical maintenance and repairs to the computer network and peripherals, general facility maintenance and repair, and office supplies (operating supplies). Specialized departments handle maintenance and repair (the IT Division and the Maintenance and Service Department), and office supplies are typically the responsibility of the Purchasing Department. **(10) Maintenance, repair, and operating supplies (MRO)**
- J. Offices separated from general office areas because of the confidential and private nature of the work, the high level of concentration that requires a quiet work environment, or the prestige and higher status for the business professional; also referred to as the bull-pen design, traditional design, or closed office. **(17) Private-office design**
- K. The transmission of information, as related to a specific process, through either face-to-face or electronic communications. **(25) Workflow**

Chapter 10
Office Systems & Technology

- L. Charts the movement of a document using the actual floor plan of the office to develop the resulting workflow pattern; important for identifying personnel or departments that frequently work together. **(13) Office layout chart**
- M. A way to recognize the need to purchase an item. **(21) Reorder point**
- N. Diagram that graphically illustrates the computer-based information system's component processes and the flow of data between the processes. **(3) Data flow diagram**
- O. Sharing space by two or more employees to efficiently occupy offices that are in use only 10 to 20 percent of the time; two approaches include hotelling and motelling. **(7) Hot desking**
- P. Suppliers are asked to submit a bid on a prospective purchase; this is an effective method for items with straight-forward specifications. **(22) Request for proposal (RFP)**
- Q. An internal document submitted to the division in charge of purchases to activate the order process; often available on the organization's intranet. **(20) Purchase requisition**
- R. Management of the combined related functions of purchasing, inventory control, receiving, and storage from an overall organizational concept (total system) handled by one division for potential cost savings. **(11) Materials management**
- S. List that contains the names of suppliers whose past performance demonstrated quality products or services at a fair price; provides a means for the organization to deal with suppliers of known performance capabilities. **(16) Preferred supplier list**
- T. Equipment report (copy machines and telephones), maintenance not performed by staff, and grounds and facilities upkeep often contracted through outside sources at the organizational level; can be complex to manage. **(24) Services**
- U. Chart that illustrates existing distances and delays involved in an entire process or procedure from start to finish. **(18) Process chart**
- V. The science of bettering employee conditions by improving the work environment. **(4) Euthenics**

Chapter 10
Office Systems & Technology

- W. A “win-win,” face-to-face session with suppliers that is effective for purchases with vague specifications; the session should clearly discuss specifications, terms and conditions of the purchase, quality expectations, purchase procedures, delivery schedules, and continuous performance improvement objectives. **(12) Negotiations**

- X. A business document submitted to a supplier for an approved purchase. **(19) Purchase order**

- Y. A large open area of work space with only a minimum of permanent walls, module furniture systems, clustering of work spaces, the use of accent colors to enhance the work area décor, and aisle space to accommodate the communication flows throughout the division that is common for the business environment and for the home office; two popular approaches are office landscaping and the modular design. **(14) Open-office design**