

Chapter 10
Office Systems and Technology
Key Terms

1. Capital equipment (assets) _____
2. Cybernetics _____
3. Data flow diagram _____
4. Euthenics _____
5. Full-service supplier _____
6. Global procurement _____
7. Hot desking _____
8. Inventory control _____
9. Inventory management _____
10. Maintenance, repair, and operating supplies (MRO) _____
11. Materials management _____
12. Negotiations _____
13. Office layout chart _____
14. Open-office design _____
15. Potential supplier list _____
16. Preferred supplier list _____
17. Private-office design _____
18. Process chart _____
19. Purchase order _____
20. Purchase requisition _____
21. Reorder point _____
22. Request for proposal (RFP) _____
23. Requisition number _____
24. Services _____
25. Workflow _____

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- A. The information flow resulting from the communications systems being used.
- 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
- 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.
- D. A list of perspective suppliers generated from marketing representatives, information databases, and trade journals.
- E. A control number from the buying organization that links purchase approval to an authorized individual.
- F. A nonrecurring asset intended for use over a period of years; includes office furniture, computers, printers, copiers, and other office equipment.
- G. A single supplier for MRO items offering just-in-time inventory management and lower costs.
- H. Securing inventory items through locked storage areas with authorized access or the honor system.
- 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.
- 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.
- K. The transmission of information, as related to a specific process, through either face-to-face or electronic communications.

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- 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.
- M. A way to recognize the need to purchase an item.
- N. Diagram that graphically illustrates the computer-based information system's component processes and the flow of data between the processes.
- 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.
- P. Suppliers are asked to submit a bid on a prospective purchase; this is an effective method for items with straight-forward specifications.
- Q. An internal document submitted to the division in charge of purchases to activate the order process; often available on the organization's intranet.
- 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.
- 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.
- 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.
- U. Chart that illustrates existing distances and delays involved in an entire process or procedure from start to finish.
- V. The science of bettering employee conditions by improving the work environment.
- 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**

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- X. A business document submitted to a supplier for an approved purchase.
- 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.