



ICM

JUNE 2016

OFFICE PROCEDURES & ADMINISTRATION

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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1.
 - a) Describe the main features of an office. [8]
 - b) Evaluate the effect that the introduction of new IT equipment will have on the activities of an office. [12]
 2.
 - a) With the aid of a diagram, explain the main elements of a purchasing procedure. [10]
 - b) Describe TWO of the main documents used in such a procedure. [5 each]
 3.
 - a) Evaluate the most appropriate classifications of filing you would recommend for the control of the payroll. [8]
 - b) Appraise the main points that you consider necessary for the security of cash in an office. [12]
 4. Your organisation is considering the full computerisation of the system for stock control and you have been asked to investigate the feasibility of introducing this new system. Evaluate the impact this change will have on the procedure for the payment of supplier invoices. [20]
 5.
 - a) Describe THREE methods of sending items of value through the post. [4 each]
 - b) Suggest the most appropriate method of sending valuable machine components through the post and how you would document such a despatch. [8]
 6. With the aid of suitable examples, describe TWO of the following:
 - a) Local area network
 - b) Wide area network
 - c) Intranet
 - d) Extranet [10 each]
 7. Evaluate the most appropriate means of communication for the following circumstances:
 - a) Informing customers of a price increase to your product range
 - b) Placing an urgent order with a supplier
 - c) Progressing late payment of outstanding invoices
 - d) A follow up reply to a customer complaint [5 each]
 8.
 - a) Describe the facilities normally available for copying large quantities on a computer printer, rather than a photocopier. [10]
 - b) Evaluate the potential problems that this may create. [10]