# Office Management Practice Standards and Improvement Training Course

18 – 22 January 2027
Addis Ababa

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**Ref:** 155_223371 **Date:** 18 – 22 January 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

## Course Overview

Office Management Practice Standards and Improvement Training Course is a one-week course for office managers, administration supervisors, process owners, and shared-service leads who leave with an Office Practice Standard Manual. Participants define governance roles, map administrative processes, set service measures, analyze workload capacity, review controls, manage exceptions, and run improvement cycles. The course turns informal conventions into measurable management practices. Office management practice standards and improvement are taught by Agile Leaders Training Center.

## Who Should Attend

- Office management functions responsible for administrative standards and service performance
- Administration supervision functions responsible for workload, controls, and corrective action
- Shared-service functions responsible for consistent practices across teams
- Process ownership functions responsible for mapping, measures, and improvement priorities
- Quality support functions responsible for evidence, reviews, and action follow-up

The course assumes participants oversee administrative processes and leaves out routine clerical skills, executive-assistant duties, and specialist quality-system certification.

## Departments and Industries

The course supports office-management practice standards across service and operational environments.

- Corporate administration and shared services
- Professional and financial services
- Healthcare and education administration
- Industrial and utility support functions
- Government and nonprofit operations

## Learning Objectives

By the end of this course, participants will be able to:

- Analyze administrative processes, ownership, controls, and service risks
- Build office practice standards and evidence requirements
- Apply workload-capacity and priority decision methods
- Use service measures, review routines, and exception controls
- Evaluate process variation and corrective-action results

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- Build an Office Practice Standard Manual

## Course Agenda

### Day 1: Office Practice Governance

- Office Practice Governance Charter
- Administrative Process Architecture Map
- Process Ownership Responsibility Matrix
- Office Control Objective Register
- Administrative Service Risk Profile

### Day 2: Standardization and Capacity

- Standard Operating Practice Template
- Administrative Workload Demand Log
- Team Capacity Allocation Matrix
- Priority Decision Rule Set
- Work Handoff Acceptance Criteria

### Day 3: Measures and Control Reviews

- Office Service Measure Dictionary
- Process Performance Scorecard
- Administrative Control Review Checklist
- Evidence Sampling Worksheet
- Management Review Agenda

### Day 4: Exceptions and Improvement

- Process Exception Classification Scheme
- Root Cause Analysis Worksheet
- Corrective Action Ownership Log
- Practice Change Impact Assessment
- Improvement Cycle Tracking Board

### Day 5: Practice Standards Integration

- Process Architecture Review Exercise
- Workload and Capacity Analysis Exercise
- Service Scorecard Interpretation Exercise
- Exception and Corrective Action Simulation
- Capstone Office Practice Standard Manual

## Practical Exercises

The course uses suggested activities based on shared services, healthcare administration, professional services, and industrial support functions.

- Suggested activity: map an administrative process and assign ownership and control objectives
- Suggested activity: compare workload demand with available team capacity
- Suggested activity: interpret service measures and identify control-review evidence
- Suggested activity: analyze an exception and define a corrective action and review point

## FAQs

### Who does the Office Management Practice Standards and Improvement Training Course suit?

The course suits managers and process owners who oversee administrative services and assumes responsibility for standards, workload, measures, controls, or improvement actions.

### How do office-management practice standards differ from office-administration operations?

Office-management practice standards govern how administrative processes are designed, measured, reviewed, and improved, while office-administration operations focus on executing recurring tasks and coordination.

### What belongs in an office practice standard?

An office practice standard defines purpose, scope, ownership, inputs, steps, controls, evidence, measures, exceptions, escalation, review frequency, and change authority.

### How are administrative service measures selected?

Administrative service measures are selected from process purpose, stakeholder requirements, timeliness, quality, capacity, rework, exception frequency, and available evidence.

### How is an office-management improvement cycle controlled?

An office-management improvement cycle is controlled through a defined problem, baseline evidence, cause analysis, assigned action, implementation checkpoint, result measure, and management review decision.

## Conclusion

Participants take back an Office Practice Standard Manual linking governance, process architecture, standards, capacity, measures, reviews, exceptions, and improvement actions. The manual replaces undocumented conventions with defined management controls. It helps office leaders compare performance, resolve process variation, and sustain administrative improvements through evidence and review.