

CUTTING THE COST OF STENOGRAPHIC SERVICE

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Cutting the cost of stenographic service by Various

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VARIOUS

**CUTTING THE COST
OF STENOGRAPHIC
SERVICE**

**Cutting the Cost
of
Stenographic Service**

Published by

**The Stenographic Efficiency Bureau
Remington Typewriter Company**
(Incorporated)

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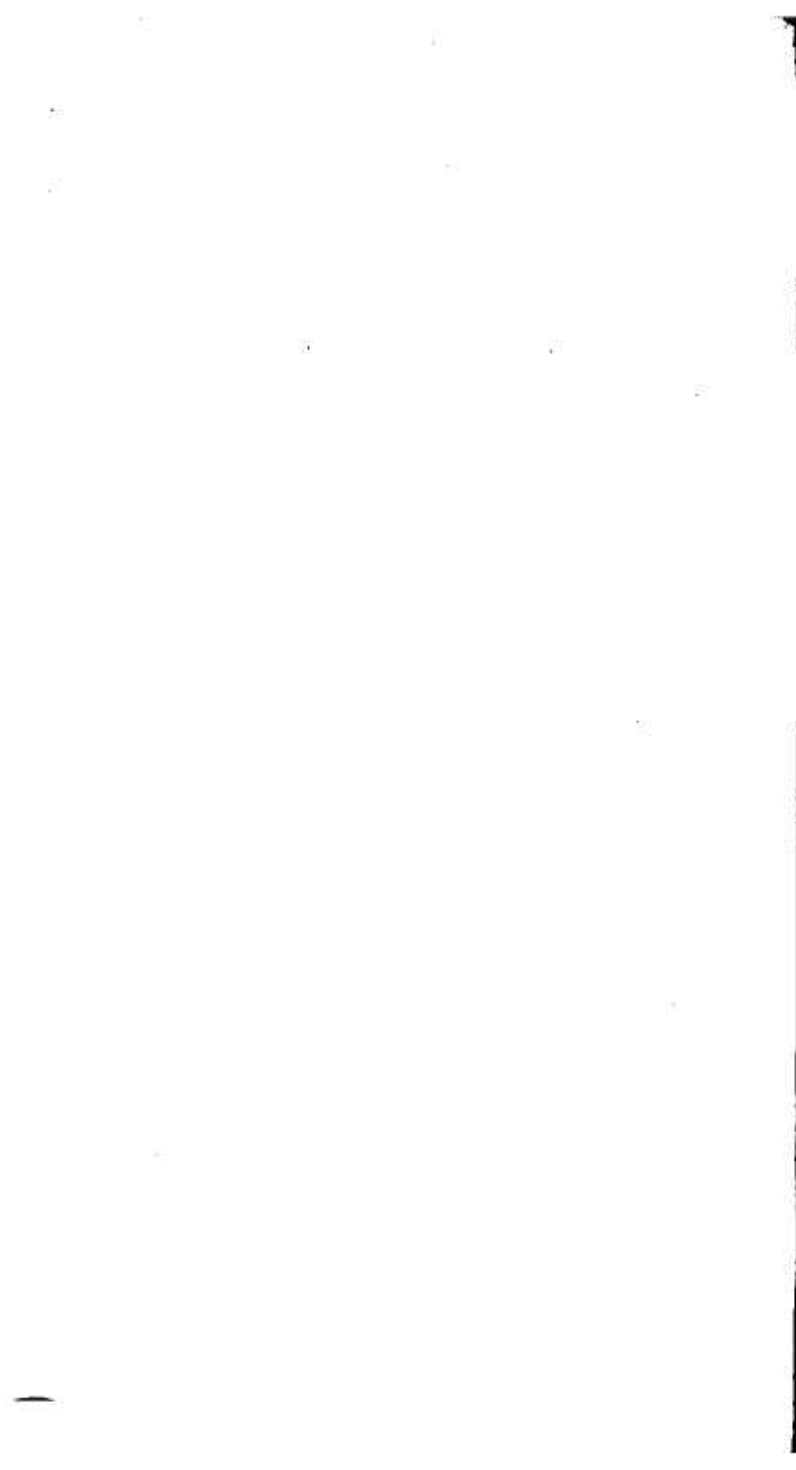
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The Company

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*What this little book
tells about*

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CHAPTER I.

WHAT STENOGRAPHIC INEFFICIENCY COSTS YOU.

A few months ago the advertising manager of a nationally advertised office appliance asked us for a method of handling stenographic work so that each operator would be paid in proportion to the amount of work performed.

He thought that he could probably cut down expenses of his circular work in this way.

We suggested a method, which he adopted with success, as a result of which he was able to cut down the expenses of an average mailing from \$1,100 to about \$800.

He very naturally concluded that the difference, \$300 per mailing, represented the cost of stenographic inefficiency in his particular department.

But last January in going over his records for the year, he was struck with the fact that there was a phenomenal increase

in the number of replies received from his circular mailings; and upon analyzing the circumstance he came to the conclusion that the increase was partly due to the fact that his circulars had been more timely, because gotten out more expeditiously, and partly to the fact that he was able to get out his circulars more frequently, hence use them more freely.

"The three hundred dollars" he said recently, "that I saved in actual operating expense, was the smallest part of the price of poor stenographic service in my case. I've been losing inquiries and sales worth thousands of dollars to me besides."

This incident shows better than could a long array of statistics what stenographic inefficiency costs in a business—for it illustrates very clearly the two ways in which such inefficiency is to be paid for in any business, viz:

1. The direct waste—in the department itself.
2. The indirect waste—caused in other departments.

Under the head of direct waste comes the waste of stenographer's own time, waste of materials and supplies and undue depreciation of equipment.

Even in the office employing only two or three stenographers a waste of from 10% to 25% of stenographer's own time, a very conservative estimate, means a loss of two to four hundred dollars a year. In an office where there is a force of fifteen to thirty girls the same amount of lost motion in productive operation (that is, dictation, transcription and other copying work) would mean a loss of from one to three thousand dollars.

The materials and supplies that would be purchased by an office employing three stenographers, and one employing thirty may be tabulated as follows:

	Three Stenos.	Thirty Stenos.
Stationery	\$100.00	\$1,000.00
Ribbons	27.00	270.00
Carbon Papers	20.00	150.00
Rubber Erasers50	5.00
Pencils	5.00	50.00
Note Books	7.00	70.00
Miscellaneous	10.00	50.00
	<hr/>	<hr/>
	\$169.50	\$1,595.00

This estimate, of \$169.50 to \$1,595.00 is computed upon the needs of an average business office. We do not pretend that it is accurate, but it serves to show that a saving of 5% to 10% in supplies, materials, will amount to an appreciable sum, even in a small office.

The equipment of three stenographers means an investment of \$100 per machine, and \$20 to \$30 each in desk and other accessories. The depreciation of the machine is, of course, the important item. Taking into consideration the cost of replacing the platen and other repairs, it amounts to anywhere from \$6 to \$18 per year. Consequently the care of the machines may easily make a difference in operating expense of \$12 to \$36 a year in an office of three stenographers, and ten times as much in an office where thirty are employed.

These three sources of waste—lost motion, waste in valuable supplies and undue depreciation in a stenographic department, insignificant in themselves, make in the aggregate considerable difference in the expense of operating the department. Even the small office, by scientific management of stenographic service, will save a great deal of money. If the purpose of scientific management were merely to effect this saving in the department itself, the effort would be well repaid.

EFFECT ON OTHER DEPARTMENTS.

But great as is the direct saving to be effected in almost any business it is the indirect waste due to stenographic inefficiency that calls most imperatively for the adoption of efficiency principles in the handling of this important part of the office work.

The fact that stenographic inefficiency affects all other departments in a business is what makes the scientific management of stenographic service so highly profitable.

A wholesale grocer, for instance, has a force of four salesmen who are held up from 15 minutes to an hour each morning waiting for a chance to have their dictation handled by an unscientifically managed stenographic department.

Here is a curtailment of sales efficiency of 15% to 20% per man for something like eight possible sales per day. Measured by the year, this source of possible sales and profits reaches an appalling sum.

A class publication, employing two types of high-salaried men, solicitors and creative thinkers and workers, seriously impaired the efficiency of both classes, by permitting conflicts, personal bickerings, and confusion over stenographic service.

In similar ways countless other concerns are losing thousands of dollars monthly in high-priced executive time and in sales and business promotion, opportunities passed by, in addition to the actual net loss due to inefficiency in the stenographic department itself.

It is impossible to compute what the loss from this source