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VAN DINH THO.....

Report on the visit to  
The National Office Management Association  
Headquarters at Willow Grove, Pennsylvania  
(Monday, August 10, 1959)

The National Office Management Association was organized June 11, 1919 and the original organization was consisted entirely of company memberships. It restricted itself to 100 companies which employed office staffs of at least 200.

In 1923 the Association was incorporated in Delaware and the limitation of 100 members was removed.

By 1940 the membership topped 1,000 for the first time and there were 28 chapters. Today 18,000 members in 173 chapters participate in the Association's activities.

The main purposes of the Association are:

1. To initiate and effect the application of scientific methods to commerce and industry for the purpose of increasing productivity, lowering costs and improving quality.
2. To encourage and participate in research and surveys in basic principles and specialized fields, including new developments of administration.
3. To assist institutions in the educational field - at the university and secondary school levels - to interpret needs of commerce and industry in developing programs and courses of study.
4. To assist in the development of in-company educational training programs for the employee.
5. To promote sound employee and employer relationships.
6. To provide a medium for a free exchange of information and ideas among its members.
7. To promote and publicize all projects and programs on an international basis.

The Chapter

The Chapter is the common meeting ground of members and is at the same time the laboratory where professional aims and ideas are formulated and the clinic where professional problems are remedied.

The National organization of NOMA operates on a basis similar to that of the Chapter but on a level that encompasses the entire Association. The National organization is composed of five segments which are:

1. The Board of Directors which is composed of the National officers and the immediate past president, and 14 directors who represent NOMA's fourteen areas.
2. The executive committee of the board which is made up of the national officers, including the four vice presidents who head NOMA's four geographic regions, respectively. When necessary, this committee functions for the board between regularly scheduled board meetings.
3. The honorary council which is composed of all past presidents of NOMA serves in an advisory capacity.
4. The national committee which carry responsibility for specific association activities.
5. The national staff in Willow Grove, Pennsylvania members of which are paid employees of NOMA.

The functions of each of these segments of the National organization are carefully coordinated to provide the highest benefit for the membership.

The Board of Directors has the responsibility to establish policy, develop plans and chart NOMA's course. In addition, each director, as a representative of one of the association's areas, is responsible for working with the chapters in his area.

The honorary council is available to assist the National Board in its policy-making assignment whenever called upon. Since each member of the council is a past president of the Association, this body represents a vast storehouse of NOMA experience and knowledge.

#### Organization of National Staff

To provide further continuity, members of NOMA's national staff work closely with the national committees on assigned projects. The staff is organized into five divisions which are: field service, editorial, technical, educational, and office services.

Hereunder is a brief listing of a few of NOMA's major programs.

1. Conference and exposition -- an international conference and an office machinery and equipment exposition are conducted annually in a leading city. At the equipment exposition latest office machines, equipment, furniture, systems and supplies are displayed and demonstrated by leading manufacturers. Three days of conference sessions are devoted to discussions of current office problems by authorities on management subjects.
2. Office executive magazine -- This official monthly publication contains practical articles pertaining to supervisory techniques, production and forms control, work measurement procedures and methods, automation and related subjects.

3. Salary survey -- About 125 cities are studied each year to determine salary levels for clerical workers in 24 or more job classifications. Trends in non-salary benefits are also studied.
4. Other major survey -- In addition to the salary survey, many other major research studies such as office automation, unionization, customs and methods, employee training programs and communications are made each year.
5. Office automation -- An office automation committee has been established to analyze and publish information on automation, to report on the progress being made by companies in its use and to promote the application of existing automation equipment to its fullest potential.
6. Home study courses -- For members and non-members who desire to broaden their knowledge of management and executive leadership but are unable to take advantage of formal educational facilities NOMA has provided four home study courses. One is a general clerical course, another is designed to train for junior executive duties, a third course gives training for executive responsibilities while a fourth one pertains to development of executive leadership.
7. Bibliography for office management -- This publication is a classified compilation of selected references to printed material dealing with specific office management problems.
8. School liaison -- Because of the shortage of qualified clerical personnel available to business, NOMA, at both the national and chapter levels, devotes a large measure of effort to commercial education.
9. Films -- Films to assist office managers and executives are evaluated and recommended by the technical division.
10. Simplified letter -- NOMA developed and is promoting the use of a modern business letter format called the "Simplified letter." Because of its many practical features, this format is being adopted by an ever increasing number of letter writers.