

ABSTRACT

This graduate work is an investigation that deals with the study of optimization of resources: human, material, office supplies, while in the care of the secretarial staff working at the Technical University FECYT North, we performed field research in the faculty, noting that there are shortcomings markedly in the secretariats, in terms of time in processing documents, errors in the database, inappropriate responses to users. We collect information through technical survey aimed to interview students and staff, who serve as guidance for the proposed development of a guide to optimize resources, same as determined by the diagnosis as positive and negative factors affect the institution and allowing to set the objectives to be achieved. After receiving the results of analysis from the Technical University FECYT North proposed the creation of a resource optimization guide for the proper performance of the duties of the secretaries of each department of the Faculty, which will enable them to maintain a appropriate organization for a good service to students and staff. The project aims to contribute to an optimization to guide the Secretariat staff to define their professional role by taking advantage of their abilities, skills and inputs available in order to develop an effective job keeping in mind the conservation of resources. Completing this report with the appropriate analysis and interpretation of the results of the research has reached a number of conclusions and recommendations to the solution and improving the institution where it was possible to do this project.