

SUMMARY

The fundamental aim of this work is establish which are the internal procedures for the administration and control of the internal documents generated by the student steps, in the Faculty of Chemical Sciences of the Central University of the Ecuador, and as the service optimizes the students. For it a bibliographical review was realized initially thinking that diversity of books exists on the topic to investigated, simultaneously a survey was sent to the students and to the clerical staff and of service of the Faculty of Chemical Sciences of the Central University of the Ecuador. The general aim of the survey was to determine how they find the internal procedures and since it is the control of the documentation generated by the student steps. The intention of the manual is to provide the students and the clerical staff and of service of the Faculty of Chemical Sciences of the Central University of the Ecuador an instrument of consultation in order that it facilitates to him the steps that are realized in the University. This study corresponds to the modality of feasible project; in addition one possessed bibliographical, Internet material and the experts' collaboration in the matter. Finishing this report with the respective analysis and interpretation of results of the realized investigation came near to a series of conclusions and recommendations in day's journeys to the solution and improvement of the problem detected in the institution where it was possible to realize this investigation. In the chapter VI there appears the offer with his respective development the same one that will use as guide for the application of the teachers, a good acceptance was obtained on the part of the authorities and the personnel that works in the Faculty of Chemical Sciences of the Central University of the Ecuador, facilitating the respective permissions for the accomplishment of the work of degree.