

Enjoying Group Benefits

Searching Questions and Costs Scenario

As you have seen from the previous scenarios, there can be times when there is an urgent need to locate records. At that time, one person's filing problem becomes a problem for the larger organization... as in the one in the following scenario.

So it starts with:

- An analyst cannot locate a file.
- So he asks the supervisor and/or manager to help in the search.
- The supervisor then asks the records coordinator to help.

Time passes and frustration grows among all those involved. A last ditch effort finds the file in a box in closet or the corner of the mezzanine. It turns out that the box was left there by a recent retiree.

Herein lies the lesson:

The intention of this scenario is not to blame the retiree. Instead, it is to bring attention to the risks that can result from neglecting records management.