



COMMENCE/CREATING YOUR POLICY AND PROCEDURE MANUAL

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Abstract

An elegantly composed strategy and technique manual can improve your organization by building up clear rules, defining objectives and conveying authoritative learning. Sounds extraordinary, isn't that so? In any case, by what means should you start. A decent spot to begin is by taking a gander at arrangement and method manuals of different organizations with comparable measured organizations. You additionally can look online for formats you can download, for example, Microsoft Office Policy Manual. It offers 140 refreshed approaches and strategies, human asset frames, work publications, and sets of responsibilities that will enable you to begin on a complete office arrangement manual. In spite of the fact that these structures and formats can give you a decent head begin, they are not modified for your specific business, or even your specific industry.

Introduction

A few organizations, for example, those in the financial business, for instance, are saturated with guidelines and arrangements and, along these lines, need a lot of approaches and systems. Different organizations, particularly private ventures, may just have a bunch of strategies. Odds are great that your business is some place in the center.

To alter your manual, the best spot to begin is with your organization theory. Do you have one? Do your clients and representatives know what it is?

Top officials will regularly say something like, "That isn't the manner in which we get things done around here." If they notice an organization theory, they may accept everybody in their utilize comprehends what it is. In all actuality they may not.

Numerous organizations work under general convictions, including genuineness and respectability. Those qualities are great ones, however when it comes down to settling on choices for your organization, those words are insufficient.

So what is a business theory? It is a term for the fundamental convictions by which an organization runs. It is the regularly unwritten rules that representatives are relied upon to pursue. Organization ways of thinking are regularly settled after some time and frequently through the span of experimentation.

Depending on "comprehended" approaches can prompt disarray and misconceptions. Are your workers speculating what your organization theory is? Assuming this is the case,



making a strategy and method manual can be the chance to make those unwritten rules composed for all to see.

In spite of the fact that business methods of reasoning change from organization to organization, Marvin Bower in his book, *The Will to Manage*, offers the accompanying ideas as run of the mill parts of a fruitful organization:

- **high ethical standards**
- **a fact-founded, thoughtful approach to decision making**
- **sensitivity to changes in the business environment**
- **employees judged on the basis of their performance**
- **a sense of competitive urgency**

A strong company philosophy will ensure that everyone from executives on down to hourly employees will have a basis upon which to conduct company business. Anybody can sell a product or offer a service, but it is the way you do those things that defines your success. A strong company philosophy will guide you and your team in all aspects of business. As a result, it is a strong building block for your policy and procedure manual.

If you haven't done so already, it is time to develop a strong statement that clearly summarizes your company's main beliefs and goals. An effective mission statement answers these four questions:

- What do we do?
- How do we do it?
- For whom do we do it?
- What value do we offer?

Your company's mission statement should not be a copy of any other statement. Forget overdone words and phrases that everyone else uses – such as "visionary," "world-class," "cutting edge" and "outstanding" --and boil it down to what makes your company, well, your company.

A statement of purpose ought to mirror the special character and destinations of your association in only a sentence or two. Set aside some effort to consider what your organizations rely on. What theory do you need your workers to remember?



In the wake of building up your statement of purpose, the subsequent stage is to incorporate an organization review, including your key officers and staff individuals and a short history of your organization. You may have just drafted this data for your organization site's About Us page. However, for your manual, keep your staff individuals, especially your new contracts at the top of the priority list.

What do you need them to think about you and the establishing of your organization? By sharing your story, you can go far in structure organization faithfulness.

Zappos feels its organization history and reasoning are important to the point that it offers a four-week seminar on it for new representatives. Toward the finish of the course, these new contracts are offered \$2,000 to stop. A significant number of them choose to remain.

Similarly as you did with your statement of purpose, use actualities, not superlatives recorded as a hard copy your organization story. Let your experience, your administration, and your items represent themselves.

Presently it's a great opportunity to conceptualize a rundown of what headings or areas your manual ought to incorporate. To enable you to begin, here are a couple of recommendations:

Organization chart. This chart shows who reports to whom in the company.

Hiring Practices. This section includes information on how you select new staff and may also include termination guidelines for the firing of employees.

Job descriptions. This section of the manual will outline the role of employees and how their positions fit into the overall organization. The description should include duties, decision-making authority, and supervisory responsibilities.

Personnel policies. Depending on your organization, this section gives details on hours, salary, vacation time, sick leave, benefits, and retirement.

Conduct and Behavior. This section addresses issues of honesty (theft), of appearance, and of job performance. It also details what constitutes misconduct and how misconduct is handled. These policies may regard substance abuse, smoking, sexual harassment, and workplace violence.

Health and Safety. Depending on the appropriate national and state regulations for your area, this section relates clear guidelines for safe behavior on the job, including the safe use of equipment and supplies.



Emergency Procedures. This section gives your staff direction on what to do in the event of a natural or man-made emergency.

Internet and e-mails. An important aspect of a modern effective policy and procedure manual includes the use of the Internet.

As indicated by a 2014 study by Robert Half Management Resources, 32 percent of the in excess of 2,100 CFOs met said non-business-related Internet use is the greatest time-squanderer at their work environment. Representatives talking with one another came in second at 27 percent.

Your strategy and method manual can incorporate subtleties on what Internet use is and isn't proper at the workplace. It additionally can incorporate structures and formats on legitimate email decorum.

Stationery and structures. By including different layouts and structures in your manual, you can be guaranteed that your representative's correspondence passes on the expert look and consistency that you want for your organization.

We will dig all the more completely into organizing in a later part. You will see that there are a lot more regions your manual can cover. As innovation proceeds to remap the business scene, know that you may need to make continuous updates to stay up with the latest.

Presently it's a great opportunity to do some exploration. Is it true that you are changing an old obsolete manual, or would you say you are beginning without any preparation?

In any case, you will require a strong comprehension of how your business capacities before you can build up an arrangement and method manual. Here are a couple of key advances:

- Make sure that a valid need exists for each new policy. Is that need already addressed elsewhere? For example, do you need an e-mail or texting policy, or can it be part of your communication policy? Perhaps a brief addition to an existing policy will be enough to address a new concern.
- If you are starting from scratch, you can look at policy and procedure templates online, such as templates from Microsoft Word or QuickBooks, as a starting point. Use a template's table of contents as a place to begin, adding and subtracting sections according to your company's needs.
- Write an introduction or "Forward" for your manual. The Forward can be in the form of a letter from your company president, and it should clearly describe the company's philosophy and objectives. This letter should be an encouraging show of support for the policies and procedures that follow and should reveal the importance of the manual as a whole.



During this underlying stage and all through the composition procedure, you can utilize your chapter by chapter list as an approach to arrange your manual. You can change the wording of the headings or segment titles as you come. You additionally might need to include new headings or segments that relate to your industry.

Contingent upon the length of your manual, you may think that its accommodating to incorporate to both a chapter by chapter list (in the start of the manual) and a file (toward the end).

A file is additionally valuable when a manual is huge, since your perusers can look into subjects one after another in order as opposed to swimming through points on the chapter by chapter list. You'll see that Microsoft Word has propelled capacities for making both records and tables of substance, for instance.

Your following stage in starting your manual is to make a lot of goals that mirror your statement of purpose. You will utilize these objectives to direct your wording for each segment of the manual. Since most organizations center around client administration, we should take a gander at that class for instance.

What are your objectives for client administration? As such, what do you need your representatives to concentrate on with regards to client administration? Here are a few plans to make you think:

1. satisfaction
2. quick response time
3. personal attention

As you think about these focuses, you will before long observe that they mirror your statement of purpose. What amount of self-rule do you need your workers to have in managing your clients? Your approach and method manual can illuminate things.

Zappos' CEO Tony Hsieh has related the account of one of his organization's client administration delegates who sent roses to another widow without counseling a manager. The lady was returning boots she had requested for her better half just before he passed on in a fender bender. At her significant other's burial service, the widow related the graciousness of Zappos to her loved ones.

That representative felt engaged to experience Zappos' "well beyond" administration philosophy. Would your workers feel they could do something very similar? Keep in mind, arrangements don't simply give confinements; they can offer opportunity.



Does your organization utilize a gathering of structures as a component of your standard everyday business dealings? Set aside the effort to survey these structures to check whether any of them should be overhauled, refreshed, or even deserted.

Make certain you see precisely why a structure is utilized. Solicit what is the goal from the structure and does it require a requirement for a composed approach? You may locate that a portion of your structures are not connected with any current strategy and are, indeed, not required by any stretch of the imagination.

Presently consider on the off chance that you have any new parts of your business that require frames. New items, new administrations frequently require new strategies and techniques to go with them. When you take a gander at it thusly, the way toward building up an arrangement and technique manual is a method for streamlining your business. Regardless of whether you are utilizing a standard - or format – for your manual, or you are beginning sans preparation, your manual ought to be viewed as a work in advancement. Research is a major piece of the way toward making an arrangement and method manual. Your arrangements should be extended, enhanced, and amended as your business develops, and as business conditions change.

Conclusion

One of the fundamental objectives of your approach and technique manual is to give a reasonable structure to consistency in your working environment. The arrangements you make characterize your company's gauges for choices on staff and authoritative issues. Plainly characterized arrangements and strategies help your organization run all the more productively, and help you settle on reasonable choices. This fairness can add to a superior work environment condition and advance staff devotion. Well-considered and elegantly composed strategies additionally ensure the legitimate interests of your organization. Your arrangement and strategy manual characterizes the rights and commitments of the worker and the business. The strategy manual is a composed articulation of the principles administering the business/representative relationship. It is fundamental, today like never before, for an organization to secure its rights inside that relationship by approaches that are both reasonable and lawful. Be that as it may, when not done appropriately, an arrangement and technique manual could accomplish more mischief than anything. Strategies that are excessively explicit and too unbending may constrain your adaptability in certain work environment circumstances. Strategies that are too broad may make it hard to consider workers responsible for their activities.

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