



WAYNE STATE UNIVERSITY



Policies & Procedures

Why Put It In Writing?



Provided by WSU – Executive & Professional Development

ACTIVITY

- 3 Compelling Reasons at your table
- Be Prepared to Report Out



Consistency

- Implementation
- Communicative
- Defensible



Rationale & Professionalism

- Supports the Methodology
- Reduces the “personalization” of impact of decisions
- Provides flexibility



Compliance

- Assists with cooperation from others (Directors, Vendors, Elected Officials)
- Communicates the Documentation Requirements to the Customer
- Provides your Employees with a tool



City of Shawano

This policy manual shall be used as a procedural framework for employees to make sound **defendable** decisions of the highest **ethical** standards.



If it's so important, why
don't we do it?



Resistance

- Time
- Its writing and I'm math
- I'm not sure where or how to begin
- It won't make any difference
- It will limit my decision making ability (for exceptions)
- It will cause more argument than it will help



Process to Create a Policy

Handout



5 Steps to Policy Creation

- Identify a Need (WHY do we need this?)
- Determine Policy Content
- Obtain Stakeholder Support
- Communicate & Distribute
- Update & Revise



Identify a Need



Identify a Need

- High Perceived Value in Eyes of Stakeholders
- Response to citation or corrective action
- Provide Clarity and Consistency in Procedural Matters



If you had to pick one Policy to create, what would it be?



Determine Policy Content



DETERMINE POLICY CONTENT

- Purpose Statement
- Specifications/Chronological Sequence/Procedure
- Implementation/Authorization
- Effective Date



Purpose Statement

The purpose statement outlines why the organization is issuing the policy and what the desired effect or outcome will be.



Purpose Statement Example

Use of Vehicle Policy

Provides vehicles for employees to use while performing county-designated business according to the guidelines below. The County retains the right to amend or terminate this policy at any time.



Purpose Statement Example

Cell Phone Policy

Issues or reimburses for individual cell phones to employees who are required to be in close contact with the County at all times. While cell phones are a necessary convenience of the work world, we require that our employees follow the guidelines listed below for their own and others safety.



Purpose Statement Example

Expense Reimbursement Policy

- Reimburses employees for all necessary work-related expenses incurred.
- Necessary work-related expenses may include, but are not limited to:
 - Use of an employee's personal vehicle for business purposes.
 - Business travel expenses such as meals and lodging.
 - Tools and equipment required to perform the employee's job.
 - Use of an employee's personal cell phone for business purposes.
 - Required uniform purchase and maintenance.
 - Employees who work from home may request reimbursement for expenses incurred such as office supplies, internet access and required equipment costs.



Specifications

- This section includes details about specific regulations, requirements or organizational behavior standards that the policy is creating
- Chronological order or sequence of events (ex: different levels of authorization)
- Includes details such as what to include in bid, how bids are opened, what to do if we receive only 1 bid



Implementation

- This section indicates which parties are responsible for carrying out policy statements and how those parties will ensure adherence to the policy.
- Who and How
- And Effective Date (when is Policy effective?)



Obtain Stakeholder Support

Process and Procedure Considerations



Obtain Stakeholder Support

- What Process to Use
 - Committee Structure or Directive
 - Internal or External Stakeholders
 - Frequency (Monthly, Quarterly, etc.)
- Define Role of Group (if use this method)
 - Seeking input only OR have decision making ability
 - Who holds the final authorization



Obtain Stakeholder Support

Directive Method

More information may be need to be shared to include:

- Why the new policy (or revision) is needed
- The impact the policy will have on the stakeholder's areas
- And provide an avenue for potential thoughts or concerns the stakeholders may have.



Communicate & Distribute



Communicate & Distribute

- Provide the rationale for the policy
- Provide enough details to make the County position clear, but short and simple
- Determine the best approach based on the nature, sensitivity and ease in which the policy will be understood
- Determine the communication channels (e.g., e-mail, memo, or in-person meeting)



Update & Revise



Update & Revise

- Policies should be reviewed on a regular basis:
- Ensure compliance with federal and state law
- Meet the changing needs of the organization



Directions

- Select one Policy topic from earlier brainstorm
- With your group, create outline for Policy using handout
- And for Bonus Points – Determine how you would include stakeholders



Questions?

