


## Policies and procedures

**You won't have a problem if key people aren't around — will you?**

Your staff probably know their jobs well — if they didn't, you wouldn't employ them. But what happens when someone leaves? Or is sick? How much essential knowledge is locked inside people's heads?

A red speech bubble containing the text: 

Does anyone know how we...?

A red speech bubble containing the text: 

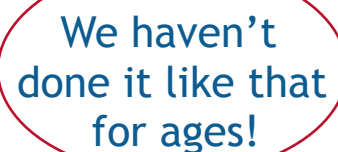
I haven't done this for months!

**You make sure it's 'business as usual', whoever is doing the job — don't you?**

"We haven't got time to document our procedures." Have you got time not to? A lot of time is wasted — and mistakes are more likely to be made — if people can't check how to do the less common tasks.

**All your procedures are up-to-date, so an audit is not a worry — is it?**

You've worked hard to get your certificate (ISO 9001, or similar), but as your business grows you're struggling to keep the documentation up-to-date. Perhaps you're thinking that there must be an easier way!

A red speech bubble containing the text: 

We haven't done it like that for ages!

### How up-to-date are your policies and procedures?



Are they describing the way things are done now — or the way they were done years ago?

Are they living documents, or just piles of paper taking up valuable space?

Streamlining your documentation makes it easier to use and easier to maintain.



## We make sure we find out how the job is really done, not just how it used to be done

Sometimes standards have slipped, but quite often things have just moved on. The organisation has grown, new products or services have been developed, new members of staff now work for you — and all of these have an impact.

## So how do you get started?

We can start with your existing documentation, if you have any. We talk to the people who actually do the job to make sure the information we have is the most current ... and we ask “why” as well as “how”, as this can reveal unnecessary parts of the process.

## What do we get?

You need to be able to update your policies and procedures as things change. There is no point in us providing you with something that you cannot change in the future, no matter how good it is now. We discuss the options available with you, to make sure you are comfortable with what we are proposing.

You own your policies and procedures — we don't. This means that, as soon as the job is complete, you're free to make as many changes as you want ... although obviously we'd be happy to be asked to come back.

## What's the first step?

You've already taken it. If you've got this far, you appreciate the need for clear, unambiguous documentation that both enables your organisation to operate efficiently and satisfies the requirements of a quality assurance process.

For more information and an informal discussion of your requirements, please get in touch.

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