Policy and Procedures

Designing and Deploying

Effective Policies and Procedures System

Organization performance is directly related to the execution the key processes of the enterprise by front line workers. Deploying policies and procedures is critical to the proper execution of workflows and process flows by the enterprise workforce. It is not enough to document the policies and procedures. Managing them and keeping them updated, current, complete and relevant assures efficient and effective process performance. To do this a quality P&P system is needed .

This seminar presents several different perspectives and components of documenting policies, procedures and processes in the enterprise. The key questions in designing and deploying a P&P system are answered. Key questions such as:

- How can you take advantage of the new trends in P&P like reverse engineering a procedure?
- How can we effectively deploy them?
- How do you organize, structure, manage and access P&P in an easy and efficient manner?
- What is the relationship of policies, procedures and processes to each other and the organization?
- What changes in P&P will impact the organization the most?
- What risk is there in the deployment and execution of the P&P system?

Organizations today range from having extensive P&P systems to fragmented pieces pulled together with custom software. More efficient organization of the P&P components and the proper tools can make for a more reliable and 'compliant easy' P&P structure.

Expected Outcomes

- Explain and use the policy and procedure life cycle.
- Document a policy and procedure deployment plan
- Define the requirements for a P&P system along with the need for new ways of looking at policies and procedures.
- Demonstrate how to integrate policies and procedures into processes and workflows
- Select and recommending an appropriate tool suite for policies and procedures
- Decompose policies and procedures into pieces of content for use with on line P&P system and integration into workflows.

- Extract a process from an existing procedure and reorganize the procedure into one of the newer formats.
- Analyze and assess the impact of changes in the policies and procedures on the organization
- Explain and use the touchpoints of the policies and procedures to estimate risk and difficulty in changing policies and procedures
- Define a structure for organizing policies and procedures that is easy to use and meaningful to the organization.
- Confirm that policies and procedures are being complied with by the organization

Policies & Procedures

Managing Policy and Procedures

Overview – Procedures and Processes Today

- Trends in P&P organization and structure
- Issues in managing P&P today
- A methodology for P&P
- The life cycle of P&P

Exercise – Assessing P & P Posture

The Changing Role of Procedures– New formats and use

- Documentation formats
- Traditional procedures
- Transition formats
- Content based approaches

- The articulation of rules

Exercise – Selecting a format

Policies, Processes, Procedures and Workflow

- The process flow diagram
- Workflows and process flows
- Workflows and procedures
- Process and workflow enablers
- Defining the job, job structures and classification schemes, skills
- Analyzing knowledge enablers

Demonstration – Developing a Process Flow

EXAM DAY 1

What's Your Policy?

Managing P&P Definition and Deployment

Determining P&P Systems

- Defining the life cycle in your company
- Types of procedures to manage
- Determining what goes into a P&P system
- Size of P&P
- Distribution needs
- Access needs
- The P&P system requirements document

Exercise – Developing P&P Requirements

Defining a P&P Taxonomy

- Types of P&P structures
- Organizational approaches
- Number and indexing schemes
- Managing the documents
- The policy management system

Exercise – Designing the Policy and Procedure Structure

Deploying a P&P System

- Preparing a deployment plan
- Defining the migration strategy
- Organizing for the P&P 'roll out'
- Confirming receipt and acceptance
- Evaluating results of deployment
- Transition to compliance

Applying P&P: Analytic Techniques

Reverse engineering Procedures

- Business process analysis methodology
- Process documentation techniques
- Embedded processes in procedures
- Policies and rule extraction
- Linking the procedure with the process

Exercise – Reverse Engineering a Procedure

Business impact and touchpoint analysis

- Linking strategy and policies
- Policies as linked to procedures (rules)
- Touchpoint of P&P and processes
- Inference analysis
- Indicators of change impact
- Touchpoint analysis example

Exercise – Business Impact Analysis

P&P System Governance

- Types of governance
- Governance and policy
- The relationship between policies and procedures
- The external and internal policy view
- The format of a policy
- Procedure management concepts
- Roles and responsibilities

Demonstration – Touchpoint and Impact Analysis

EXAM—DAY 3

Validating Usage of the P&P System

Assuring P&P Compliance

- Defining the compliance cycle
- Training and support
- Publishing approaches
- Procedure deployment and testing
- Auditing and reporting

Exercise – Defining the compliance needs

Auditing Policies and Procedures

- Defining the audit cycle
- Processes and risk
- Planning the audit
- Conducting the audit
- Interpreting results
- Reporting on results

Exercise – Planning the audit cycle

Suggested Tools for managing the P&P Environment

- Documenting
- Document Management
- Compliance Assurance
- Compliance Analytics
- Touchpoint and impact analysis
- Impact analytics
- Touchpoint analytics

Demonstration – Compliance Management

Wrap – Final Question and Answer Session

EXAM—DAY 4

![KCI Knowledge Consultants Incorporated logo]

Knowledge Consultants Inc.

Knowledge Consultants, Inc. is a professional services firm founded in 1984. KCI provides consulting and professional education services. With over 30 courses taught worldwide, KCI provides the opportunity to develop core strengths in the following certification areas:

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KCI has expanded its training and consulting efforts internationally into Europe, Southeast Asia and the Middle East. KCI has an outstanding list of current and past client including many of the Fortune's 100 companies.

Meet the Expert—AJ Waters

AJ Walters is a partner with Knowledge Consultants, Inc. and has over 25 years of engagement as a business and technical consultant to Global 100 and 500 corporations in cloud computing (Internet) applications, corporate strategic plan, cellular manufacturing, document management, object-based development, ERP selection, wireless communications, and global office integration.
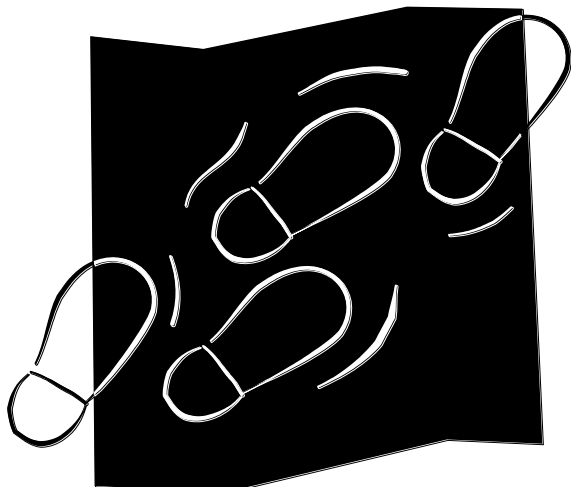
He is the partner of Information By Design, LLC, a cloud-computing company. He has been an assistant professor (Purdue University) and adjunct instructor at Chandler-Gilbert Community College, Indiana Tech and has published over a dozen papers in professional and industry journals.

AJ was Senior Manager of Applications Support and Integration for Honeywell Aerospace where he was responsible for applications and technology support for the Global Hardware Product

Caption describing picture or graphic.

Group portfolio of applications that serviced the distribution, engineering, manufacturing, and business support functional areas.

He was the CTO for Payson Adventures, Vice President of Product Development for PC Executives and President of Walters Microcomputer Consulting.

AJ has earned a bachelor degree, master's degree and a Ph.D. in Computer Technology.