KCI

Knowledge Consultants Incorporated

Policy and Procedures

Documentation and Evaluation

Essential Policies and Procedures

Enterprise governance of any organization depends on establishing a well defined and clear set of policies and procedures. Whether starting from an existing set of policies and procedures or developing a completely new set, it is important to understand what makes the policies and procedures successful. Success depends on knowing what the business needs and defining a set of policies and procedures that meets that need.

This seminar presents several different perspectives and components of documenting policies, procedures and processes in the enterprise. This seminar brings together two key perspectives on policies and procedures. The first perspective is achieving an understanding of how to determine what is needed. The second key perspective is knowing how to convert the needs into an active and viable set of policies and procedures. Key techniques are used such as:

- Policies and procedures assessments
- Aligning P&P with the needs
- Measuring the performance of P&P
- Identifying best practices
- Identifying the relationship of policies, procedures and processes

Effective and efficient execution of processes in the organization depends on the proper application of the policies and procedures. This makes communication of P&P and compliance with procedures today an important consideration.

Learning Outcomes

- Identify and define the basic alignment of policies and procedures with the needs of the business.
- Assess the current situation with respect to the usefulness and applicability of existing policies and procedures.
- Design a policy and procedure structure
- Write policies and procedures
- Determine best practices for a policies and procedures infrastructure, formats and goals.
- Identify and use sources of policies and procedures content
- Prepare plans for and manage the deployment of a policies and procedures system in part or as a whole system

Developing the P&P Capability

Organization Vision and Alignment of P&P

- The Motive for P&P
- Defining the P&P capability
- The 'Ideal' of Policies and Procedures
- The emerging workflow emphasis and P&P
- Automation and P&P

Exercise: Determining Direction of P&P

Aligning P&P with the business

- Understanding organization vision and strategy
- Defining the P&P need in context with the strategic plan
- Identifying core processes
- Aligning policies with rules
- Aligning procedures with processes
- Governance and policies – The rules
- Governance and procedures – The process

Exercise: Defining the Scope of P&P

Understanding your current P&P situation

- The P&P assessment - *The P&P life cycle*
- An assessment template - *The P&P toolkit and workbook*
- Auditing P&P
- Evaluating the results of an audit
- Preparing the report on current status
- Developing the business case for change

Exercise: Developing a business case for P&P change

EXAM DAY 1

Determining P&P Capabilities

P&P Infrastructure and Support

- The core structure of P&P
- Best practices for policies
- Best practices for procedures
- Linking policies and procedures
- Core structures for P&P content (formats)
- Setting performance goals for P&P

Exercise: Selecting a Format

Organizing for P&P development

- Types of procedures
  Administrative, Operational, Systems, Audit, Technical and Engineering
- Training and Competency
- The P&P team
- Handling revisions
- Communicating P&P
- Determining proficiency in use

Exercise: Identifying performance requirements

Determining P&P Content

- Sources of content
- Organizing P&P contents
- Selecting topics for easy reference
- Domain experts and work instructions
- Testing requirements

Demonstration: Using A Document Management System for P&P

EXAM DAY 2

Preparing and Writing Policies

The Policy Structure
- Corporate policy
- Policies for functional organizations
- Operating policies
- Identifying the 'business rules'
- The policy management system

Exercise: Designing the Policy

Policy Content
- Governance and policies
- Defining the focus of governance
- The external and internal policy view
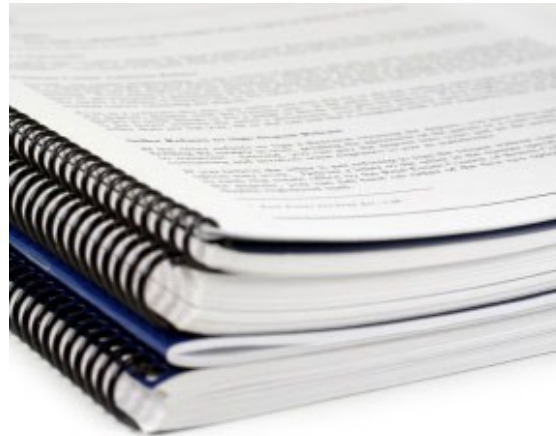- The relationship between policies and procedures

- The format of a policy

Exercise: Writing a Policy

Deploying a Policy
- Defining the compliance cycle
- Communicating the policy
- Deploying the policy
- Determining compliance
- Versioning policies
- Issues with policies today

EXAM—DAY 3

Preparing and Writing Procedures

The Procedures Structure
- The structure of a procedure
- The procedure hierarchy
- Procedures and processes
- Managing the documents
- Defining the life cycle in your company
- The policy management system

Exercise: Defining the Procedure

Procedure Content
- Procedures and operations
- Defining a procedure 'family'
- The body of the procedure
- Where do the rules fit?
- References and knowledge in procedures
- Approvals and reviews

Exercise – Writing a Procedure

Deploying procedures
- Methods of deployment
- Training and support
- Publishing approaches
- Procedure deployment and testing
- Issues in deploying procedures
  The emerging workflow emphasis and P&P
- Automation and P&P

Wrap – Final *Question and Answer Session*

EXAM—DAY 4

Knowledge Consultants Educational Services

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:

- Process Management
- IT Management
- Business Performance Management
- Business Analysis
- Analytical Techniques for Business
- Business and IT Architecture

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 clients including many of the Fortune's 100 companies.

Meet the Expert—Linda Sagamang

Linda Sagamang is a principal with Knowledge Consultants, Inc. and has over 25 years of engagements in Oil & Gas, legal, insurance, banking, telecommunications, and hospitality operations.

She has been an adjunct professor for over 5 years, and a frequent instructor on topics of business processes, computer systems, technical implementations, telecommunications and unified communication systems. As previous manager of technical publications and training for a large oil and gas company for over ten years, she developed the initial policies and procedures and oversaw the migration from paper-based operations standards to on-line systems. She also led the effort to create their first knowledge-base development projects. Linda is currently developing training curriculum and mentoring instructors at a large property insurance company.

Linda earned a Bachelors degree with high honors in Business Administration. She has an extensive background in training, policies and procedures, line management and business analysis including, Senior Instructional Designer as well as Project Manager/Instructor of Telecommunications and

Unified Communications at a major insurance company, Office manager at a major legal firm, Manager of Technical Publications, at a major oil company including responsibility for Policies, Procedures, Technical Instructions, Manager of IS Training, including developing training materials at the same oil company, Project Manager of Knowledgebase Technologies in the oil industry, Adjunct faculty member teaching IT classes at a major university, Analyst at a major bank, Technical Writer to several companies such as Pizza Hut, Marriott Hotels and ChiChi's

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