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Policies, guidelines and procedures help your business to run systematically and efficiently. Having a written outline of how things should be done at your workplace ensures that every employee has the knowledge and vision to contribute to the growth of the business. Create a procedure manual to empower your employees to do their jobs to the best of their abilities. A procedures manual contains the policies, guidelines and processes for the whole organization. It exists to help employees do their jobs in an approved and consistent manner. Your procedure guide includes the policies and procedures for your overall workplace, as well as for each individual role. Policies reflect the rules you want your employees to follow, while procedures outline the process for following those rules. Your business' procedure manual should include: The vision, mission and core values of your business Employee rights and regulations Health benefits, sick days and vacation days Expenses, deductions and reimbursement Harassment and discrimination guidelines Online communication guidelines Overtime Breaks, mealtimes and rest periods Disciplinary action Having all of this information in writing ensures that your employees have a point of reference for anything they need to know regarding the rules of your workplace. This reduces miscommunication between the business and its employees. It also ensures there are processes in place for how to complete each action, and what to do in case disciplinary action is required. Each department in your organization should have a procedure manual where the tasks of each role within that department are outlined. For example, there should be an IT department manual, a customer service department manual and a sales department manual. Within each manual, be sure to list out each kind of role, such as IT manager, customer service representative and sales associate. Next, list specific tasks that each role is responsible for. Then, create step-by-step instructions for each task. For example, if one of the customer service representative's tasks is to close up the cash register each night, how should they do it? How should they count the cash and credit card transactions, where should they list them and what should they do with the cash at the end of the night? Having this kind of minute details documented ensures that there are no knowledge gaps for your staff. They have a reference they can check when they forget a process or are completing a new task. If an employee has to suddenly leave the company, you still have a record of all the tasks they are responsible for so that you can ensure continuity in your business. Writing a clear, coherent and useful process manual takes time. Start with drafting an outline of all of the information you need to include. Next, highlight the areas of priority, so you know which sections to start with. Complete the procedure manual section by section, instead of working on multiple sections at a time. This helps to reduce confusion and repetition. Use a direct writing style that makes it easy for your employees to follow the logical steps you offer. Include plenty of numbered step-by-step lists for processes that need to happen in a certain order. Use bulleted lists for procedures that can be completed out of order. Where possible, include images or graphics to aid in understanding. Always keep your procedure manual up to date by reviewing it each month. When necessary, revise the procedures that are out of date. Share the updated latest version of the procedure manual with your employees. Instead of having a printed version, consider having an online version of the manual, which makes it easier to ensure that your employees always have the latest content. Share the manual with all new employees and stress the importance of reading through each section to become familiar with the rules of your workplace and department. Reference the manual in meetings where questions about topics that are in the procedures come up. For example, if an employee wants to know what the policy is on taking sick days, answer their question and also remind them to review the information in the procedure manual. All businesses have policies and procedures that employees need to follow. Part of ensuring that your employees follow them is making sure they are aware of your company's specific rules and have access to them. The best way to do that is to provide each employee with a copy of your company's policy manual. A policy manual is a formalized human resources document that presents a broad overview of standard operating policies and procedures for an organization. This essential document provides structure and establishes consistency and discipline in decision making and employee behavior. Policy and procedure manuals should be all-encompassing and contain all vital rules set by your company. A policy manual should not just be written offhandedly. It should be a collaborative effort with your human resources department after careful consideration and vetting. It can be helpful to consult with a legal professional when drafting your company policies and procedures to ensure you comply with the law. Your policy manual can be as long as you need it to be to include all the necessary information. If it's getting a little too cumbersome, you might want to consider housing it online where all employees can access it as needed. Policy and procedure manuals are living and breathing documents that are important for you to run a successful business. They often change over time as your company changes. Policy manuals offer many organizational benefits, beginning with the company-wide communication typically involved in the development process. Once created, manuals offer a formal method for making HR decisions that are consistent, well planned and systematically linked to organizational goals. Policy and procedure manuals lay out how you expect your employees to behave and the level of professionalism you expect. It lets employees know exactly how things are run at your company and what they can expect in certain areas. It also ensures that all employees follow the same set of rules and work more cohesively. In that way, you can more easily manage and discipline conduct that you find unacceptable. You can also better protect yourself as the employer against any claims of discrimination. If an employee is disciplined or fired for clearly breaking a set company policy, it's going to be hard for the employee to claim discrimination. Policy and procedure manuals include everything from the company dress code to the holiday schedule to use of social media at work. Other rules that are included in a policy and procedure manual include: Paid time off and sick days policy Workplace safety procedures Internet and email policy Use of company property policy Payroll policy, including overtime and breaks Discrimination and harassment policy Substance use policy, including drug testing Bereavement, jury duty and maternity/paternity leave policy How workplace disputes are handled Discipline policy Privacy policy The specific policies and procedures that you include in your manual can vary depending on the type of industry in which you operate. For instance, if you have a health care company where employees regularly interact with clients, you may include a policy about protecting client information and another about the protocol for interacting with clients. As with any documents that you give employees, have them sign an acknowledgement that they have both read the policies and understand them. Be sure to keep a copy of this acknowledgement in their personnel file. If it's helpful, have regular employee training on your policy manual so everyone is on the same page and can get any questions answered. When you update or add a policy, be sure to inform your staff. FC Now has been quieter than usual lately because I've been in a slew of meetings and mandatory seminars. Last week, we had a seminar on sexual harassment, and yesterday, we had a session on journalistic ethics. So I've been away from my workspace quite a bit — and I'm becoming increasingly aware of the corporate organization around Fast Company.ePrairie has published a piece on the value — and occasional vapidty — of corporate trappings such as employee handbooks. While I plan to dig out ours to see how we stack up, employee handbooks are just one example of artifacts that help define your organization internally. A second item would be the company directory. Do you think your employee handbook and company directory reflect the mission, vision, and values of your company? Blenders Air-Oxygen Blender Service Manual HeilO2 Helium-Oxygen Service Manual Portable Oxygen Concentrators EasyPulse POC Service Manual (PM4150) Live Active Five Service Manual (PM4155)

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