



# Writing Policies and Procedures for Your Department



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## On-Site Seminar Overview

This seminar takes the audience back to basics and focuses on the process for writing policies and procedures. Did you ever wonder what the difference was between a policy and procedure? The attendees will learn the key differences in the concept, audience, approval, and communication. With the renewed focus on internal controls and fraud prevention, we'll learn how procedures can add value to an organization since they link so closely with controls. We'll focus on how to write an effective procedure, some writing tips, and how to tackle roadblocks. How do you know how well your procedures are working? We'll discuss how good departmental procedures can complement business process improvements along with internal controls. The attendees will be provided with a sample Procure-to-Pay procedure at the close of the seminar.

The instructor has experienced 30 years of personal and professional change. She managed the implementation of some of the first shared service centers at Digital and held executive positions at Compaq when accounts payable and payroll were outsourced. She has been a change agent in the leading financial architecture and transactional integration projects as a result of the Digital, Compaq, and Hewlett Packard mergers. She held an executive role in the internal controls efforts at MCI (formally WorldCom) that resulted in a successful SOX certification. She authored the Segregation of Duties (SoD) and Delegation of Authority (DoA) corporate policies for MCI. She holds a BA in English, BS in Accounting, an MBA, and a Graduate Certificate in Project Management. She is a CAPP and a CCSA.

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## Recommended On-Site Seminar Format

The on-site seminar will be presented in the following segments.

1. **Definitions and Difference Between Policies, Procedures, and Work Instructions (1 hour)** – This segment establishes key definitions and responsibilities for policies, procedures, and work instruction. Who establishes corporate policy? How are corporate policies approved and communicated? What is the linkage between corporate policy, procedures, and work instructions? We'll discuss examples of corporate policies and departmental procedures.

***Audience:*** VP of Finance/Controller, Directors of Accounts Receivable and Corporate Transaction Processing

2. **Procedures Add Value (1 hour)** – The segment focuses on procedures as the foundation for good internal controls and for business process improvement. We'll describe the important linkage that procedures have with internal controls.

***Audience:*** VP of Finance/Controller, Directors of Accounts Receivable and Corporate Transaction Processing, Managers/Supervisors and Team Leads of Accounts Receivable, and Purchasing.

3. **How to Write a Procedure (2 hours)** – Are you ready to start writing procedures? This is a work-session that provides writing tips for effective writing. We discuss how to deal with roadblocks that get in the way of completing and implementing departmental procedures.

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4. **How well are your procedures working? (2 hours)** – We'll review how to measure and track the effectiveness of procedures. We'll also review the updating and revision process. We'll close with a sample Procure-to Pay procedure and will critique its effectiveness.

*Audience: Directors of Accounts Receivable and Corporate Transaction Processing, Managers/Supervisors and Team Leads of Accounts Receivable, and Purchasing.*

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## The Shared Service, Offshoring, and Outsourcing Primer On-Site Seminar Agenda

### 1. Definitions and Difference Between Policies, Procedures, and Work Instructions

- ◆ What are procedures?
- ◆ What are policies?
- ◆ What are the roles and responsibilities for each?
- ◆ What about work instructions?

### 2. Procedures Add Value

- ◆ Linkage with Internal controls programs
- ◆ Business process improvements

### 3. How to Write a Procedure

- ◆ Writing effective procedures
- ◆ Writing tips
- ◆ Using subject matter experts
- ◆ Dealing with roadblocks

### 4. How well are your procedures working?

- ◆ How do your departmental procedures measure up?
- ◆ Statistics, metrics, and quality tools
- ◆ Critique a sample Procure-to-Pay policy