

General components of written policies and procedures*

Written policies and procedures are an important part of managing day-to-day business operations. These documents provide instructions to employees in completing their work, as well as identify authorized individuals for purchasing and overseeing fiscal operations. If there are problems, the policies and procedures are the documents against which an employee's performance, or lack of, is measured. A policy is a statement of what management expects to be done, and procedures are the detailed steps to complete the expected tasks.

Written policies and procedures are required when receiving federal funds, per 2 CFR 200 – Uniform Grant Guidance. Questions related to these requirements are part of the business management assessment (BMA) completed by Department of Health and Senior Services subrecipients each calendar year.

Refer to the information located at <http://health.mo.gov/information/contractorresources/> for more information pertaining to the BMA process.

- Written policies should include the name of the organization, the date the policy was put in place, the date it was revised (if applicable), and the title of the policy.
- Describe the purpose of the policy and expectations – For example, a purchasing policy might include: The [Executive Director, Purchasing Manager, or position title of the person designated with this responsibility] is responsible for procuring all goods and services.
- Establish clear responsibility and accountability – Who? For example, an accounting policy regarding establishing lines of credit might include: Employees shall not enter into direct bill or credit card agreements where [name of organization] is responsible for payments to a credit card company, hotel, automobile rental agency or any other vendor. Authority for these types of transactions is assigned to [executive director, purchasing manager, etc.].
- Procedures could include the units or position titles for assigned responsibilities of specific activities. For example, a property/fixed assets policy might include: It is the responsibility of the person assigned property to use good judgment for the care and use of the property including:
 1. Use the equipment for only its intended purpose in conducting department business. Any other use is unauthorized.
 2. Use good judgment and safeguard equipment from loss or theft.
 3. Know how to operate the equipment in a safe manner to prevent personal injury and/or damage to the equipment.
 4. Protect the equipment from excess heat, moisture, or other condition that would cause damage to the equipment.
 5. Immediately report the loss, theft, or destruction of any equipment.
 6. Immediately report any malfunction or damage for repair.
- Identify expectations on when activities are to be completed (daily, quarterly, etc.). For example, an accounting policy regarding payment of invoices might include: *Accounts Payable staff shall give priority processing to Monthly Expense Report forms, upon stamped receipt in the Accounts Payable Unit. Or The accounting clerk will reconcile payments received to billed invoices on a weekly basis.*
- Describe what steps are to be taken if errors or issues are noted? For example, a policy regarding timekeeping might include: If an employee makes a mistake in reporting time worked, he/she must complete and present a paper timesheet clearly marked “REVISED” to the immediate supervisor for signature. The timesheet must be given to the time keeper for retention for audit purposes.