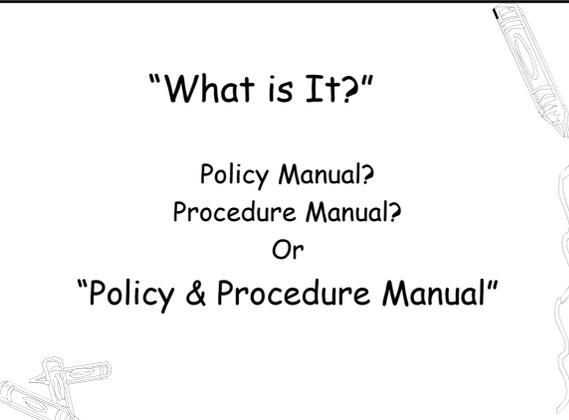


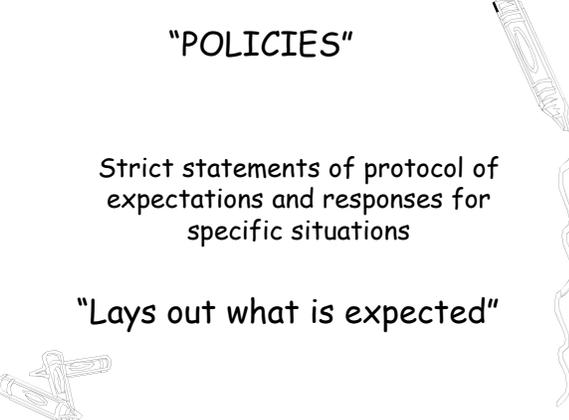
"The Little Black Book"

Policy & Procedure Manual
Constance R. White
Director of Court Services
City of Burlington



"What is It?"

Policy Manual?
Procedure Manual?
Or
"Policy & Procedure Manual"



"POLICIES"

Strict statements of protocol of expectations and responses for specific situations

"Lays out what is expected"

"PROCEDURES"

Steps that highlight a logical sequence of events, including the necessary tools and a flow of the process

"How it should be done"



"POLICY & PROCEDURE MANUAL"

KEY COMPONENTS

- Uniformity
- Consistency
- Quality Control
- Accountability



"GETTING STARTED"

- IDENTIFY YOUR PURPOSE

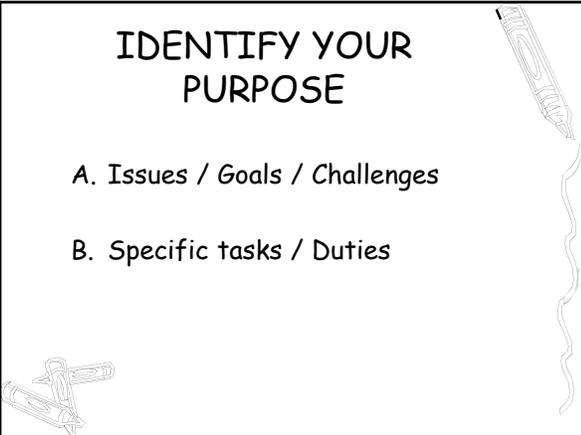
- OUTLINE THE INFORMATION

- CREATE A POLICY & PROCEDURE MANUAL



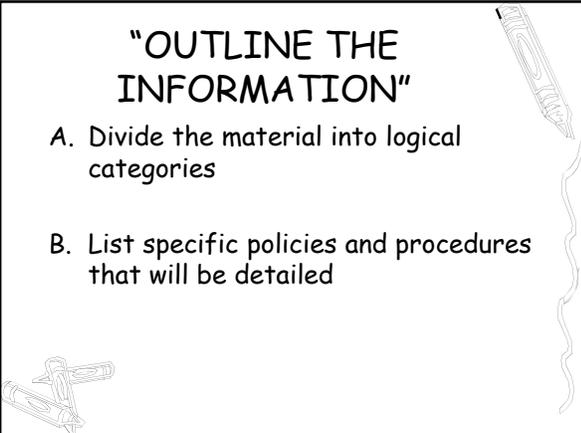
IDENTIFY YOUR PURPOSE

- A. Issues / Goals / Challenges
- B. Specific tasks / Duties



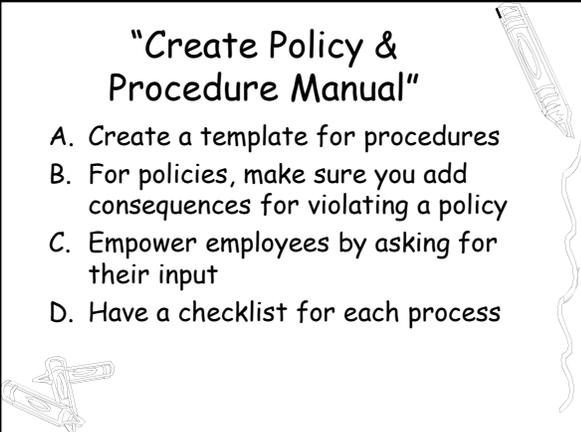
"OUTLINE THE INFORMATION"

- A. Divide the material into logical categories
- B. List specific policies and procedures that will be detailed



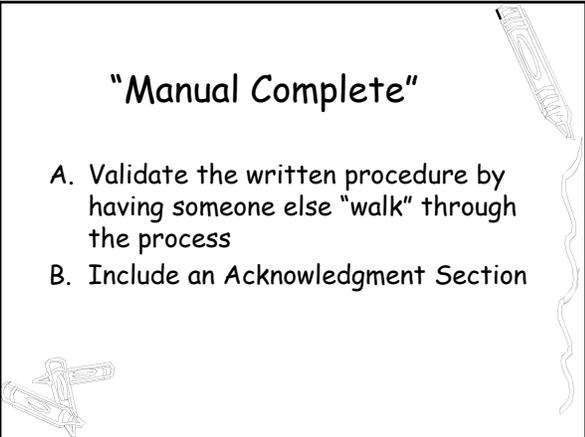
"Create Policy & Procedure Manual"

- A. Create a template for procedures
- B. For policies, make sure you add consequences for violating a policy
- C. Empower employees by asking for their input
- D. Have a checklist for each process



"Manual Complete"

- A. Validate the written procedure by having someone else "walk" through the process
- B. Include an Acknowledgment Section



"QUESTIONS?"

Constance R. White
Director of Court Services
City of Burleson
817-426-9223
cwhite@burlesontx.com