



## Policies and Procedures (P&Ps)

Policies are rules and guidelines that describe how various aspects of your business are expected to operate. Procedures are detailed explanations of how particular functions are accomplished. Policies set the tone and framework, whereas procedures capture the specifics. P&Ps are NOT something you create and then stick on a shelf. They are only valuable if they are:

- Dynamic – regularly changing to keep up with your changing business circumstances.
- Enforced – employees and managers should take specific actions to demonstrate and document routine compliance.

P&Ps, properly implemented, are not micromanagement. They focus on the aspects of your business and operations that are most important.

## Benefits to You

- Helps to ensure quality, efficiency and consistency in your operations.
- Provides a minimum standard of internal control to make sure your business runs the way you want it to run.
- Builds a store of institutional knowledge to protect against employee turnover or unexpected absence.
- Offers a new employee training aid and ongoing employee reference tool.
- Establishes minimum standard for demonstrating compliance with laws and regulations.
- Protects from liability, assuming appropriate enforcement of the P&Ps.



**1035 Mumma Road, Suite 301, Wormleysburg, PA 17043 • 443-844-1824**

Imprado is the strategic consulting group of DynaVet Solutions, LLC, which offers business and IT services as a U.S. Department of Veterans Affairs verified Service-Disabled Veteran-Owned Small Business and a Pennsylvania Small Diverse Business: Service-Disabled Veteran Business Enterprise with offices in Harrisburg, Pa. and Elkridge, Md.



## What We Do

- Review your operations to identify what policies and procedures you need based on industry best practices.
- Review any existing policies and procedures to determine the gaps.
- Create the required policies and procedures. We will use your established template if you have one, or provide templates for you if you don't.
- Develop a maintenance plan and train your staff on how to apply it.
- Incorporate specific and reasonable oversight and compliance responsibilities into each P&P, and train your staff on how to apply them. Load the tracking mechanism with your current opportunities based on interviews and documentation.



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