

Research Your Policies and Procedures

- Create a list of existing problems and research and develop solutions as policies or procedures.
- Talk to team members who are involved in the pertinent work daily.
- Consult with your legal department or counsel about legal what's its; consider current regulatory and legal standards for states and countries where you conduct business.
- Discuss policy requirements with internal and external subject-matter experts.
- Consider your organization's strategic priorities or goals, or operational necessity.
- Read or audit current policies. For existing policy, your review should happen ideally every year. Ask these questions about your policies:
 - Decide who the specific audience for the policy or procedure is?
 - What is the goal of the policy? Why does this process or behavior require guidelines? Has a compliance violation or incident occurred?
 - How will this document improve your company? Will employee response be positive or negative?
 - What are risks in the company that can illuminate any needed changes in current policy or the need for new policies? Examples include employees who work remotely without authorization, or manager comments or behaviors that demoralize teams and cause slow downs, or employees that check social media or non-work related shopping pages throughout the day.
 - Is the format, design, and publication methods of existing policies usable and readable?
 - If current policies aren't being adhered to well, ask why? Do employees know they exist?
 - What are pertinent laws, regulations, or accreditation standards?