

Policy and Procedure Documentation Services

Getting Back to the Basics: Revisiting Your Company's Policies and Procedures

Whether driven by a need to bring order to an ever-changing, growing, or complex environment; the demands of a conscientious board of directors; or the fear of loss of key personnel—the necessity for clear and sufficiently detailed policies and procedures has never been greater. This renewed interest indicates a shift in focus from the time-consuming financial controls testing and documentation of the last few years, which diverted resources from everyday key business processes.

Management teams and internal auditors are now getting back to the *what*, *why* and *how* basics that can positively impact their companies' performance: properly documented policies and procedures.

Breaking Down Information Silos

If the operational “how to” of your organization is known only by a select few, processes can slow to a halt during absences, or stop completely should key individuals leave the company—making the training of replacement resources difficult or impossible. Without properly documented policies and procedures, there may be duplication of efforts across the organization, noncompliance with regulatory guidelines, confusion and a general lack of accountability. Most importantly, business processes may not be aligned with a company's strategic vision, creating risk exposures and weaknesses that could rise to a material level.

J.H. Cohn's Policy and Procedure Documentation Services

J.H. Cohn's documentation specialists have extensive experience in the areas of risk management, internal audit and process improvement. No matter where your organization is in this process, J.H. Cohn can organize your company's cumulative corporate intelligence into a user-friendly format that can be used company-wide as a source of reference, training or even as part of a business continuity plan.

As a result of J.H. Cohn's documentation services, clients have been able to:

- Capture cumulative organizational intelligence
- Successfully streamline business processes
- Identify silos of information
- Identify and mitigate risks, including those not directly related to financial reporting
- Identify additional capacity in the workforce
- Mitigate the risk of losing key operational personnel
- Efficiently train and monitor new employees
- Facilitate audit processes, while reducing the amount of testing



Our approach includes three components:

1. Conduct interviews with employees close to the process
2. Document tasks in a step-by-step format
3. Validate, through observation, that the process works as stated

Our depth and breadth of experience in a variety of industries enables us to make value-added recommendations based on industry best practices. If a company already has formalized procedures in place, we will review, update and streamline them—as well as guide clients through the selection of appropriate software for storing, sharing and training.

For more information on how we may help your company establish or enhance policies and procedures, contact Diane Polise via email at dpolise@jhcohn.com or call 1-877-704-3500.

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