

Background Information

In the units for Certificate I, II & III in Business several terms are mentioned generically in connection with the course. To avoid repeating them over and over again, they have been listed in this section along with clarifications of their meanings.

An Organisation could be two people, yourself and your employer or it could be a large business with many departments.

An organisation requires goals, these are specific undertakings that must be accomplished in part or full to achieve a larger, overall result for the organisation.



Objectives and requirements are necessary to achieve these goals. Some of these goals and objectives would be:

Often an organisation today will have a ***mission or vision statement*** outlining its goals and objectives. These statements could be found on an organisation's website, in promotional brochures, workplace manuals or by asking fellow employees.

For example, some mission statements may be:

- *The focus of our organisation is our customers and their requirements.*
- *To increase environmental responsibility for the good of the community.*
- *To be the preferred supplier we will be easy to deal with and provide quality, value for money, products and services.*
- *We are a team committed to our customers' ongoing satisfaction through the empowerment and development of our staff.*
- *We provide our customers with superior, comprehensive service and educated advice.*
- *We maintain customer confidence in our professionalism and will follow the Computer Society's Code of Ethics.*
- *It is our responsibility to obtain and utilise up to the minute information, training and advice.*
- *We recognise the value of a culturally diverse community and the importance of a tolerant society in which views are freely expressed and each member's fullest development is encouraged.*
- *We are an independent, not-for-profit, community owned and managed organisation.*

Hint: *When applying for a position, try and locate a mission statement or information on the company, to aid in your application and the interview.*

Access and equity principles and practice

establishes fairness and equal rights for all employees and gives every staff member the right to be treated with dignity and respect. It also ensures that all staff are evaluated primarily on their job performance and have equal access to employment information.

Anti-discrimination and related policies

are objectives that help eliminate prejudice and promotes tolerance amongst all staff members.



Organisation and performance plans keep the organisation focused on efficiently moving forward and maintaining organisation achievement.

Ethical standards are principles by which an organisation bases its current and future business dealings.

Financial performance may be used to measure previous periods for profit and also to forecast expected revenue and prepare financial goals accordingly.

Flexibility, responsiveness is being adaptable and able to respond readily. These are two qualities indispensable for an organisation to run effectively.

Goals, objectives, plans, systems and processes are important as they keep business operations organised, structured and consistent.

Inter-personnel communication is a necessary aspect of the office environment using methods such as memos, e-mails, meetings and face to face interactions.



Legal and organisation policy/guidelines and requirements are requirements by Federal and State Law and by company policies on the behaviour and ethical standards of the organisation.

Marketing and customer service are policies on customer service and promotion of the organisation's product and/or services.

Occupational health and safety policies, procedures and programs are put in place for the safety and security of employees and clients as well as the employer.

Organisational values and behaviours are set in place during the initial formation of the company and are guidelines and/or regulations for the behaviour of staff and management.

People management are policies to keep the staff happy and productive.



Quality and continuous improvement processes and standards are needed for an organisation to constantly monitor its ability to provide quality products and service and make changes where necessary.

Quality assurance manuals are documented policies for the guarantee of quality service and products.

Security procedures are set in place to ensure maximum safety in the organisational environment for management, staff and customers. This would include confidentiality of both organisation and client information.



Work procedures and/or procedures manuals contain the actions and/or dealings of the organisation and related hard copy information.

Australian Standards define key processes and documentation used in different industries. They set a *performance* level to which organisations should adhere to as a minimum. Organisations that operate in accordance with Australian Standards give their clients assurance that the service provided is at a reputable level.

Legislation clearly defines and imposes penalties for any organisation which does not act in accordance with legislation. Relevant



legislation can come from all levels of government that affects an organisation's operation, for example in regard to OHS, environmental issues, equal opportunity, industrial relations and anti-discrimination

Organisational policies and procedures are important documents defining the organisation's expectations, outlines job descriptions, confirms legislative requirements are being followed and outlines procedures to be followed by staff performing certain duties, for example, accounts payable, cleaning equipment and so on.



Standards may also include legal and organisational policy/guidelines and requirements, specified work standards or standards set by work groups.

Appropriate or designated persons:

From time to time matters may be beyond our level of responsibility or capability. In this case, depending on the situation it may be necessary to seek help from *appropriate or designated persons* which may include:

- colleagues
- designated Occupational Health and Safety officers
- external organisations (e.g. unions, workcover, police, fire brigade etc.)
- line management
- managers
- persons authorised or nominated by the enterprise or industry to: perform, approve, inspect or direct specified work
- supervisor
- team leaders
- those who have the authority to adjust plans



Business technology may include:

- computers
- computer applications
- electronic diaries
- email, internet, extranet, intranet
- facsimile machines
- photocopiers
- printers
- scanners
- telephone systems



Customer or Client Service

It is generally agreed that many factors make up what is considered good service, a few points have been listed below:

- customer/client needs are assessed for urgency so that priorities for service delivery can be identified
- customer/clients are provided with information about available options for meeting their needs and assisted to identify their preferred option
- personal limitations in addressing customer needs are identified and where appropriate, assistance is sought from designated person - those with sufficient knowledge and the level of responsibility to meet customer/client needs
- prompt customer/client service is provided to meet identified needs in accordance with organisational requirements
- rapport is established with customer/clients to enable high quality service delivery

Organisational requirements regarding customers and clients may include:

- attending to customer/clients promptly
- quality assurance and/or procedures manual
- availability of information
- pricing and discount policies
- replacement and refund policy and procedures
- payment and delivery options
- goals, objectives, plans, systems and processes
- business and performance plans
- following Occupational Health and Safety procedures for dealing with customers
- anti-discrimination and related policy
- access and equity principles
- practice quality and continuous improvement processes and standards
- legal and organisation policy/guidelines and requirements

Customer/Client Complaints may be about:

- damaged goods and goods not delivered
- administrative errors such as incorrect invoices or prices
- warehouse or store room errors such as incorrect product delivered
- service errors
- dissatisfaction with service quality

Customers/Clients can be internal or external such as:

- other agencies
- corporate customers
- individual members of the organisation
- individual members of the public

Customers/Clients needs may relate to:

- advice or general information
- specific information
- further information
- making an appointment
- complaints
- purchasing organisation's products and services
- returning organisation's products and services
- routine requests
- special requests

Customers/Clients may have special needs such as:

- Disabilities
- Language
- Beliefs/values
- Religious/spiritual observances
- Gender
- culture
- age
- people from a range of social, cultural or ethnic backgrounds
- people with varying physical and mental abilities
- people who may be unwell, drug affected or emotionally distressed

Customer/Client feedback sources could be:

- customer satisfaction questionnaires
- audit documentation and reports
- quality assurance data
- returned goods
- lapsed clients
- service calls
- complaints

Policies and Procedures Manual

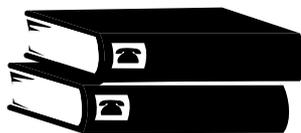
The word *policy* in general is a guiding or governing principle.

A *procedure* is a series of interrelated steps that are taken to help implement the policy.

Instructions and *forms* help to completing the *procedures*.

Principles serve to govern conduct where there are no rules.

There are no set rules for setting out policy and procedure manuals. Some of the more effective ones are those that are easy to read, or have good contents or index pages for finding the necessary information. Don't have all the information crammed up, have plenty of spacing (adding pictures help separate and reinforce the information).



Policies and Procedures Manual (continued)

Previously *organisational policies* were the unwritten rules that a staff member would learn from supervisors and colleagues as they went along. Lately, for legal reasons, it is becoming more and more necessary for organisations to have a Policy and Procedures Manual, outlining the mode of conducting business. Parts of this manual may need to be signed by staff, to prove that they have been instructed in various policies, for example anti-discrimination.

Compiling a Policy and Procedures Manual would usually be arranged by a supervisor, although in many organisations you may be the only person in the office. If a manual doesn't exist start putting one together. Apart from legal reasons, a procedures manual is a great aid if staff are sick or are going on annual leave.



Some of the headings may include:

- Accessing and Updating Files
- Cleanliness and Hygiene
- Correspondence Format
- Emergency Procedures
- Local, State and Federal Legislation
- Occupational Health and Safety
- Recording Information
- Security, Confidentiality and Privacy Procedures
- Telephone Protocol
- Information Specific to the Organisation

Hint: *A Policy and Procedures Manual should be revised from time to time to make sure it is up-to-date, especially important phone numbers.*

Policies

One of the most common sections in policy and procedures manuals would be the organisation's policy regarding conducting of business, such as goods returns, customer service etc.



Code of Conduct

Another very important section would be a description of the conduct the organisation expects from its employees. This could range from privacy laws to hours expected to be worked.

Occupational Health and Safety

This section outlines rights and responsibilities, emergency procedures, hierarchy of control and general safety matters.



Emergency Phone Numbers



Fire	000
Ambulance	000
Local Police	4262 9499

Emergency Repairs

The Plumbing Doctor	131091
Anytime Electrical	4262 0374

After hours numbers (not to be given to general public)

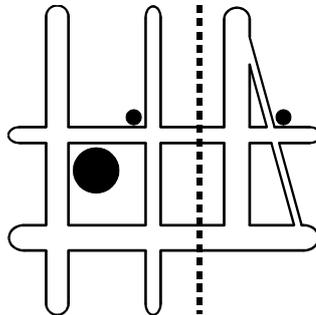
Manager (Mr Smith)	4291 7456
Mobile	0438 616920
Supervisor (Mrs Jones)	4291 7892
Mobile	0438 726920

Emergency Phone Numbers should be easily accessible (possibly on the first page)

Diagrams and Maps

In the procedure manual it would be good to insert any maps or diagrams.

These diagrams could be any information of value to the business such as meeting points in an emergency or even the nearest cross roads. In an emergency the authorities usually ask for this type of information to help navigating.



A picture is worth a thousand words

Grievance Form

Date:

Nature Of Complaint:

Details: (Of The Incident/Incidents)

Investigation:

Witnesses (If Applicable)

Further Consultation:

Outcome:

Signed By Employee

Signed By Employer

Forms to be used in the organisation may be included

D & G Book Supplies Pty Limited

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1 May, 2007

Mr D Lee
40 Hunt Road
Brownsville NSW 2530

Dear Mr Lee

Re: Appointment for signing of contracts

Unfortunately Ms Jones will not be able to see you on Tuesday
8 May, 2007 at 10:00 am.

I have tentatively re-booked your appointment for 10:00 am on
Tuesday 15 May, 2007.

Would you please contact this office to confirm the new
appointment, or alternatively make another time.

Yours sincerely

E Thomas

Elizabeth Thomas
Secretary

Samples of preferred layouts of letters may be shown



Notes

