

Writing Effective Business Procedure Manuals



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Writing Effective Business Procedure Manuals

When writing effective business procedure manuals, administrative professionals and executive assistants need to make sure that they are giving the employees the correct information. They should strive to write the manual in a precise way so that many people can understand it. The following information will help the professionals that are writing business procedure manuals, to make sure that they are including the correct information and help with formulating the document.

Determining The Business Procedure Manual

Usually administrative professionals and executive assistants will receive direct orders from their superiors about the context of the business procedure manual. They will receive the information in paper form so they will have a record of it. This information will include the nature of the business procedure manual, and what the eventual outcome is for it. This will give the administrative professionals and executive assistants the information that they will need in order to begin their project.

- They should keep the paper order that they are given when they are asked to write out a business procedure manual.
- Referring to the order will allow them to keep on track when they are creating the information that is necessary.
- If they have questions about the order, they should ask them right away to make sure that they are completing the manual correctly.

Gathering Research for the Business Procedure Manual

When administrative professionals or executive assistants are producing a business procedure manual, they will need to do the research that it necessary. They should find all the information that they need within their companies files and computers. When they are compiling the research information, they need to double check to make sure that it is correct. Putting inaccurate information into a business procedure manual can cause a lot of problems for the company, so it is imperative that they make sure it is correct in the first place. If they need to go outside of the company to get more information, the way to do this is by using the Internet. They will be able to do a search on the information that they need and print it out so that they have it with them in their stack of research.

- Using the company files and computers is a good way to find information.
- Administrative professionals and executive assistants can use the Internet for more information if they need to do so.
- They will also want to use outside sources for even more information.
- Research needs to be double checked for accuracy.
- Quotations and references should be used in the document if necessary.

Planning Time to be Efficient When Producing a Business Procedure Manual

Administrative professionals and executive assistants will need to plan time for the production of the business procedure manual. They will have to make sure that they get their regular duties completed or delegate those duties to another employee. It will usually take several weeks for them to produce a business procedure manual when they work on it for an hour a day. If they are able to free up more time, they can get the manual completed in a couple of days depending on the nature of the manual. In some cases, people completing business procedure manuals will get extra time after their usual work during the day to complete it with pay.

- Finding the time to complete the business procedure manual is important.
- They will need to make time for research and for compiling the information.
- If they need to work on it after hours, they should make sure that they are getting paid for it.

Organizing the Material for the Business Procedure Manual

It is a good idea that administrative professionals and executive assistants make an outline that will produce the desired results for the business procedure manual. Making the outline first will allow them to put the information in a good order for the other employees to read. Since the outline will give the general idea of how they want to put the information in the manual, they should always keep it in front of them while they are working on it so they can follow it when they need to.

- The outline should be detailed.
- It should include all the specific points that will be covered in the manual.
- Administrative professionals should highlight important parts of the outline. This will help them to know that they are including the proper information in the manual.
- They should use the outline to develop a table of contents page for the manual.
- Keeping the outline handy will allow them to refer to it when they need to.

A Good Outline Will Help the Administrative Professionals and Executive Assistants Organize Their Thoughts

Having a good outline for the manual will help the person to organize their research better.

Outlines are written out with Roman numerals, letters and small numbers. The outline will detail what they need to cover to produce the correct information for the manual.

- Keep the outline detailed and concise.
- Many professionals highlight the areas that they will be working on.
- Using the outline to develop the table of contents page is important.

Business Procedure Manuals Should Include a Table of Contents

It is important that there be a table of contents in the beginning of the manual so that the employees are aware of what is in the manual and what pages they need to look at. The people producing the manual can make this from their outline as they are organizing the document. They should take their time when they are producing the table of contents because it is the first page that others will see when it is completed.

- The table of contents is made so information can be found readily.
- It needs to be concise and to the point.
- A short title for the information is sufficient.
- The point of each section should be included
- There should be pages numbers listed after each entry.
- The table of contents should be put at the beginning of the manual.

Creating a Cover for the Business Procedure Manual

The cover of the business procedure manual is something that can attract attention. It should include a title and the name of the person that wrote it. The title should be clear and to the point. This is usually found in the original order that is given to the administrative professionals and executive assistants that will be creating the piece. Since the cover can be in color or black and white, it is up to the person that is creating it to determine what they want to do with it.

- The cover will attract attention.
- It can be in color or in black and white.
- The title should be from the original order that was given to the person that is completing it.
- They should include their name on the cover.
- Photographs or diagrams are effective on the cover of a business procedure manual.
- The cover can be simple or complex, depending on the nature of the business procedure manual.

Making Sure the Business Procedure Manual will Improve the Organization

The administrative professionals and executive assistants are required to make sure that the business procedure manual is good for the improvement of the organization. It should cover the directions, the safety measures and various other precautions that need to take place when employees are completing their duties.

- The information should be researched thoroughly before it is entered into the manual.
- Directions are needed in any business procedure manual.
- Safety measures are also necessary.
- The manual should be geared at getting the employees to do the things that will benefit the company.

What Type of Writing Should Administrative Professionals and Executive Assistants Use When Producing Business Procedure Manuals?

The type of writing that should be used by administrative professionals and executive assistants should be clear and concise. It should not use a lot of technical words that the employees will have to look up when they are reading it. The explanations should be thorough for employees on what they have to do when they are completing their duties in the manual. Double-checking for spelling and grammars errors is also very important when writing a business procedure manual.

- Check for spelling and grammar errors.
- The information should be easy to read.
- It is important to gear away from too technical terms.
- The information should read easily and be to the point.

Having the Proper Equipment to Produce the Business Procedure Manual is Important

When business people are developing their procedure manuals, they need to have the proper equipment for their needs. They will want to make sure that they have a good computer, copy machine, pens, paper, highlighters, paper clips and a way to bind the manual when it is completed. All of these things are important to get the final result of the proper business procedure manual.

- The computer should be in good working order.
- It should have the proper programs on it so the work can be completed easily.
- There should be a good copy machine available that includes a scanner to upload images
- A good supply of pens, paper, highlighters and paper clips should be on hand.
- There needs to be a way to pipe the manual together when it is completed.
- Proper desk space is needed for the person that is working on the manual.

Scanning in Photographs and Diagrams for the Business Procedure Manual

Many companies want their business manuals to include photographs and diagrams to explain different parts of the manual. This can be done by using a copy machine and scanning them into the computer. Many times procedure manuals are in color, which can make it very easy for the employees to read and understand what they need to do.

- The photographs or diagrams should pertain to the information that is being presented in the manual.
- Scanning the photographs or diagrams into the computer will work best rather than using hand drawn information.
- Color can be used when scanning the photographs or diagrams into the computer.

The Proper Work Area is Necessary for Producing Good Business Procedure Manuals

When the company wants to have their people create a good business procedure manual, they need to make sure that they give them a work area that will be conducive to the project. Employers will want to have good desk space so the person can organize the information and keep it in order. Some companies will use a conference room for the person that is creating the manual for an ample work area. They will want to make sure that the work area is quiet so that the person will be able to concentrate on what they are doing while they are creating the manual. There should be a comfortable chair so that sitting for a long period of time does not present a problem. Ergonomic chairs work the best for people that will be doing a lot of research and compiling a document. These types of chairs are made with many different controls to adjust them for comfort.

- A good work area is important.
- The area should be free of clutter and quiet for good concentration.
- A good ergonomic chair should be provided.
- An ample amount of desk space is needed to compile information.

Having Someone Else Read Over the Information is Necessary

After the manual is completed, another person should read over the information to see if it makes sense and that there aren't any mistakes in it. This will help immensely because it helps to have a second pair of eyes review it before it is sent out to the entire company. Mistakes should be corrected immediately, as well as any sections that are not clear.

- Having another person review the information is important.
- Correct mistakes immediately when they are found.
- It is necessary to go back and clarify any sections that do not make sense.

Getting the Superior That Gave the Original Order's Approval is Important

When the manual is completed, the person that has compiled the information, gathered the research and developed the manual will want to have it approved by the superior that gave them the original order. Once the approval is given, they will be able to do the final touches that are necessary for the manual.

- The order needs to be approved.
- After it is developed, the professional should have the approval given to them by their superior that gave them the original order.

The Finished Business Procedure Manual Should Have a Binding

When the manual is completed, the professional that has produced it will want to have it bound. In some cases, the manual will be short so they will be able to staple it. They will need to make sure that they have a very good stapler so that they will be able to keep all of the pages together. When they are dealing with large manuals, they will need to download the information to a disk and take it to a printing shop for binding. Choosing a binding is up to the administrative professional or executive assistant that has completed the work. There are several different binding options that they can use. The most popular ones are a straight binding or a spiral bound manual. This will make it easy for the employees to handle the document without losing the pages that are inside of it.

- Stapling should only be done on small manuals.
- A good stapler is necessary so that the pages are connected.
- Large manuals require a professional binding.
- Downloading the information to a disk will make it easy for the professional that completed it to get it to a printing place for binding.
- Spiral bindings are popular.
- Straight bindings are used often too.
- Professional bindings help to keep the pages together so employees will not lose them.

Presenting the Final Business Procedure Manual to the Employees

In most cases, the person who developed the manual will be the one that presents it to the employees in a company. They will want to make sure that they have enough of them to give to everyone in the company. When they are presenting the manual, they will want to have a meeting with a small amount of employees at a time to explain everything that is in the manual and answer any questions that are posed. This will take good presentation skills. It is important that the administrative professionals and executive assistants are able to speak well to a group of employees. If they have difficulty with this, they should ask someone else with better communication skills to present it for them.

- It is important to present the information to a small group of employees at a time.
- The presenter should have good communication skills.
- Before they make the presentation to the rest of the employees, they will want to practice what they are going to say and the information that they will go over.
- They should write down notes so they don't forget what they want to cover.
- They should be able to answer any questions that are posed.
- It is important to have enough manuals to go around. Having extras is always a good idea.

The Administrative Professional Should Take Credit for Their Work

As mentioned before, the professional that developed the work should put their name on the cover of the manual. They should also make sure that they are given credit for the documents from their superiors. Receiving compensation for the work is also necessary.

- The developer of the business procedure manual should put their name on the cover under the title so that they are given credit for their work.
- They should also make sure that their superior recognizes the work that has been completed.
- When they are finished with the manual, they should receive the compensation they deserve.

The Administrative Professional Executive Assistants Need to Explain Whether the Information is Confidential or Not

In some companies, information is confidential. The manuals will not be able to be removed from the office. In these cases, this needs to be explained to the employees so that they don't remove the information from the building or take it home with them. If they are not sure whether it is or not, they need to clarify this with their superior.

- The professional that developed the manual will need to specify whether the information is confidential or not.
- If the information is confidential, they need to explain to the employees that they will not be able to remove the information from the building or take it home with them.
- They will need to clarify with their superior whether the information is confidential or not.
- Different companies have different policies so it is important that they find out what they are before they give the information to the rest of the company.
- In some cases, only certain employees will be given the information for a reason, but they need to have that specified before they present it to the company.

When the administrative professionals and executive assistants write a good business procedure manual, they will be able to give their information to each of their employees. The employees will then be able to complete the duties that they have to do in a safe and efficient manner. A well written, concise and important business procedure manual goes a long way in ensuring that the company's goals are met on a daily basis. The professional that completes the manual should be given the credit that they are due when they complete the manual in an efficient and interesting way. Having good business procedure manuals is very important, and they are worth the effort that goes into them. These manuals will allow employees to complete their job duties in an efficient manner when the duties are required.

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