


Jean Storms, MPM®


Implementing, Using, & Updating *an Effective* Policy & Procedures Manual



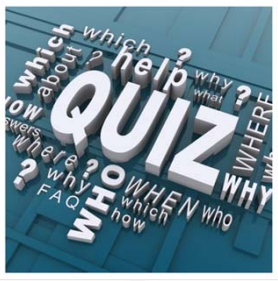
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Key Words


- Implement
- Use
- Effective
- Update



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TAKE A SHORT QUIZ




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- Do you have or use a Policy and Procedures Manual?
- Does it meet the right criteria
- If so, have you implemented it?
- Is it accessible to the right people? Or the wrong people?
- Do you use your manual effectively?
- Does it contain federal, state, and local information?
- Does it reflect your company practices?


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**Define
Policy and
Procedures
Manual**


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This document is ...

- A bird's eye view of your company operation
- One of the most important documents you need
- Mandated by many other states (and more coming...)

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What this document is NOT...

- An employee manual
- An operations manual
- A business plan
- & more...
 - *But it should reference them*

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What this document should NOT contain

- Too much detail
- Inaccurate information
- Difficult or poorly written text

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It should include...



- Company information
- An overview of basic company policies and procedures
- **Reference** all laws, rules, & regulations related to your business

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Visualize a PPM Manual as the Roadmap of your business

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How Do You Create a PPM?

- Start from scratch
 - Need knowledge, time, and the right person to create the document
- Purchase an existing manual to customize
 - Saves time if you have a good basic template that is easily customized and be updated

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PPM's should include

- Important legislation, rules, practices - federal, state, and local for
 - Property management
 - Real Estate Sales - if you do them
 - General business

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PPM's should outline...

- Basic office procedures
- Financial procedures
- Personnel
- Property owners
- Tenants
- Vendors
- John Q Public



An Effective PPM

➤ Educate Personnel

- ✓ Train new; Update existing
- ✓ Conduct efficient office meetings
- ✓ Assist with performance reviews
- ✓ Improve your team




An Effective PPM (if used)

- Improves company procedures
- Solves problems
- Reduces liability
 - Avoids or reduces Fair Housing complaints & more...
- Increases the bottom line



An out-of-date policy and procedures manual is not just ineffective, it is a major liability!
Why take the risk!



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Updating a Policy and Procedures Manual

- Update regularly
 - Plan for it
 - Schedule it
- When important procedures or legislation changes, update it!
- When your office policies change



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Thank you for attending this workshop...

Remember, Professional Management Matters!



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