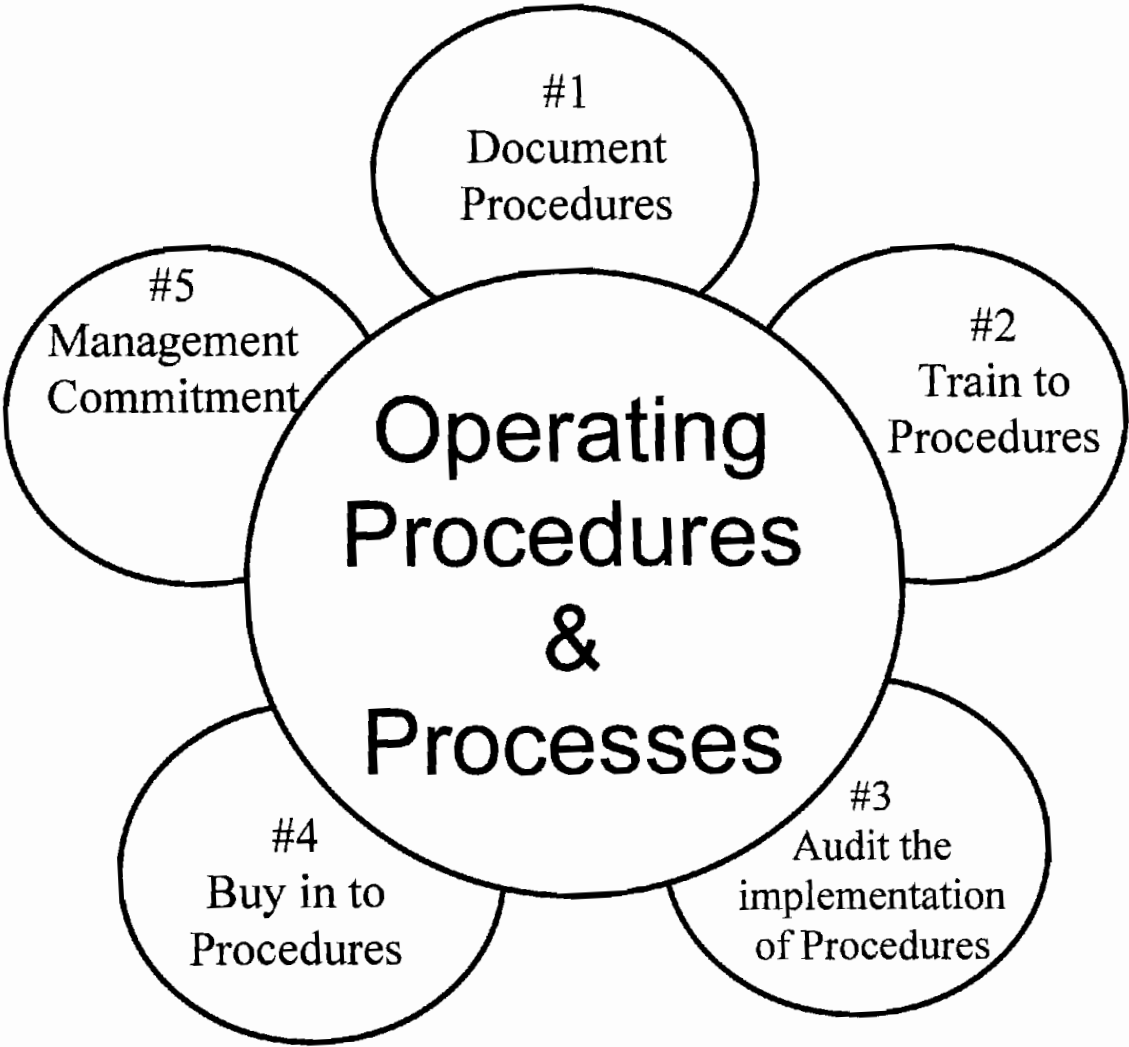


Procedures Implementation



**Cash Leaks –
10% to 20% of Gross Revenue**

#1 Document Procedures

- A. Operating Procedures – KIS (Keep It Simple)
 - 1. Work Instructions – detail the operating procedures
- B. Paperless Doc System
 - 2. Saved on server (Network)

#2 Train to Procedures

- A. Good Communication to staff
- B. Why procedures are needed?
- C. Why procedures were written?
- D. Why procedures should be used and followed?

#3 Audit the Implementation of Procedures

- A. Observe Compliance to the Procedures
- B. How is the process conducted?
- C. Does it match the procedures?
- D. Are people aware of the procedures and whether or not they are being followed?
- E. Procedures not followed (Gap)
 - 1. Analyze why
 - 2. Determine where corrections are needed – No Blame Game

#4 Buy In to Procedures

- A. Getting People to Believe
 - 1. Is the procedure necessary or helpful?
 - 2. How does the procedure solve some of their problems?
 - 3. How does the procedure help the mission or goals of the Organization?
- B. Idea is to tell them what they need to do today, tomorrow, and next week – concrete first steps.

#5 Management Commitment

- A. Do actions support Process?
- B. Does the Organization focus on the internal process or just the financial aspects?
- C. Does management monitor how procedures are followed?