DATA SHEET

POLICY & PROCEDURE MANAGEMENT

Cloud-based System Establishes a Simple, Standard System for Managing Policy & Procedure Lifecycles

ProcessUnity's Policy and Procedure Management solution establishes a simple, standard system for administering policy lifecycles, certifying communications, assessing performance, and managing exceptions and issues. A cloud-based application, ProcessUnity gives everyone in your organization, regardless of location, direct and immediate access to the policies and procedures they need to fulfill their obligations in accordance with your standards.

Policy Lifecycle Management: Streamline Writing, Reviews and Changes

Many enterprises warehouse their policies in digital repositories. But like the three-ringed binders they replaced, these libraries are static, unable to facilitate authoring, encourage distribution, or control policy versions.

ProcessUnity's Policy and Procedure Management solution is a dynamic system that facilitates effective action:

- Authoring and approval workflows move policies along the authoring chain—from human resources to legal, compliance, operations, and others—to secure the edits and approvals necessary to achieve alignment with enterprise objectives.
- Version controls simultaneously remove ambiguity and record policy history. By always surfacing the latest version, the platform ensures consistency across the enterprise. By maintaining date stamps on all previous versions, internal and external auditors have documented evidence of what policies have been in place at what times.
- Automated policy collection centralizes policy locations, provides easy and rapid access to documentation, and actively maps policies to their relevant rules and regulations.
- **Collect feedback** through links soliciting input that can provide "bottom up" insights for bringing policies and procedures more effectively in line with operations.

Personal dashboards provide administrators with a complete view of Policy and Procedure Management activities.

Certification: Distribute Policies, Document "Read & Understood"

Document libraries collect required policies, but automated certification proves those policies have been distributed, read and understood by all necessary parties. The ProcessUnity Policy and Procedure Management solution includes certification tools that help you:

- Manage "read and understood" evidence collected within the software, complete with audit trails that document policy distribution.
- Easily configure and edit multiple personnel lists grouped by teams, business units, functions, and more.
- Produce reports on completion status and push reminders/escalation alerts on incomplete certifications.

Assessment: Bring Changes Under Control

Businesses change, regulations change—and policies are obligated to change with them. The Policy and Procedure Management solution helps enterprises stay on top of changes with:

- Annual policy review and assessment alerts, distributed to policy owners, that anticipate deadlines and promote timely action.
- Regulatory change and control assessments, using tools that link regulations to policies, and help policy managers push change requests to policy managers, and track change status.





Exception & Incident Management: Monitor Exceptions; Investigate and Report on Violations

Rules do get broken, both by legitimate necessity and by less legitimate violations. ProcessUnity empowers managers with capabilities that:

- Allow personnel to **submit exception requests**, then record why and when approved exceptions were made.
- **Report violations** and track their status through automated workflows that direct issues to the appropriate authorities and document actions taken for effective resolution.

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Review schedules display policies and procedures in need of updates.

Procedure Management: Improve Your Ability to Implement Policy

Policies are only as strong as your ability to fulfill them. If policies are the "what" of business operations, then procedures are the "how": the explicit instructions your personnel need to ensure conformance.

ProcessUnity links every policy to the explicit procedures personnel need to execute them effectively, and brings the creation, control and communication tools you need for writing procedures, making changes, reviewing status, and managing exceptions and incidents.

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① Personal Dashboard							Type of Feedback					
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Policy Portal			Pricing policy needs to have	threshold. We should not be allowed	See attached	Alex	what is the issue you want to improve?					
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1 MyPolicies			based customers with no certifications.	customers who put our business at risk.								
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	1/13/2816	Improvement	Allow certain staff to install mai files. Some of us need this to do our jobs.	Change security permissions	NA	Kara Johnshone						
	1/53/2814	Improvement	Certain employees should be able to have access to office 24 hours/day including weekands	Grant access to affice for employees who support customers during odd heurs		Kara Jahratana						
	1/53/2834	Improvement	Steps are not clearly defined. Timelines are clear but exactly how we do it and what is needed is not clear	Document clear steps for us to follow	hal.	Morteo Cathert						
	1/14/2015					Errie Adams						

ProcessUnity allows employees to submit feedback on policies and procedures.

Make it Your Policy to Bring Policies Under Control Learn more about ProcessUnity's Policy and Procedure Management solution or schedule a live demonstration at <u>www.processunity.com</u>.



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