



## **Running the Business**

*Finance and Administration*

### **Strategic Processes:**

#### 1. Budgeting

Provide financial structure and direction for the company, predict cash flows, allocate resources, measure performance.

### **Tactical Processes:**

#### 1. Troubleshooting tech problems

Standardize tech problem evaluations and minimize tech support calls.

#### 2. Managing grievances

Resolves disputes in a way that allows everyone to be heard, the company protected and provides for a safe workplace.

#### 3. New Employee Introduction & Orientation

Provide new employees with all the necessary equipment and information

#### 4. Hiring

#### 5. Health and safety compliance programs

Comply with government and insurance regulations regarding health and safety

#### 6. Insurance and benefit management

Assure our accounts are up to date with all of the required information.

#### 7. Recruitment

Provide a group of qualified candidates with the right skills, attitude and passion to fill positions at the company.

#### 8. Employee Termination

Terminating an employee's work in the company effectively and legally while using the utmost respect and care for the persons involved.

9. Training and development metric assessments

Interpret the success of our training and employee development programs through the analysis of key performance indicators.

10. Employee Satisfaction Surveys & Suggestions

Collect suggestions, disseminate and report employee satisfaction which improves retention.

11. Organizational goal achievements (tracking and data collection)

Measure progress towards aligning the hard and soft skills of the workforce towards achievement of the company's strategic goals

12. Coaching evaluations

Verification of adherence to and assessment of the coaching program

13. Behavioral Interviewing Process

Ensure that all candidates hired for every position in our company are qualified, motivated and have the best possible chance of working out in the long term.

14. Quick Books Process - Simple Numbers Profit Tool - MASTER - MAY BE OUT OF DATE PLEASE CHECK

This process outlines the instructions for connecting an application, The Simple Numbers Profit Tool, to QuickBooks data to be able to organize QB data into 7 key numbers in a dashboard format. The application is developed by Crabtree, Rowe and Berger, a CPA and business Development Firm. (see: [www.crbcpa.net](http://www.crbcpa.net))

15. Purchase Order Process

Place and monitor orders with vendors using the purchase order system.

16. Bank Deposits

Make Bank Deposits

17. Converting a Word Document into a TouchStone Process

18. Computer & Internet Usage

Guidelines for computer and internet use

19. New Employee On-Boarding

Create a welcoming work environment, fully equipped work space and a clear training schedule for new employees.

20. Employee profiles

Maintain an accurate and up-to-date and confidential record of contact information.

legal right to work status and family information in our database

21. On-boarding new technology and devices

Ensure the smooth acceptance and use of technological improvements

22. Research technology improvements

Provide the most suitable technology for company needs.

23. Equipment and Services Management

Service, repair and maintain all office equipment.

24. Software Management

Manage and implement all necessary business software.

25. Computer / Hardware, Systems

Maintain, recommend and resolve all computer issues.

26. Employee Benefits Management

27. Time off or vacation requests

Ensures proper staff availability and fairness regarding who gets time off. Manages, tracks, monitors and reports requests for sick and vacation days.

28. Profit sharing plan

Calculate profit sharing results and report and disperse profit-based bonuses.

29. Employee satisfaction surveys & suggestions

Collect suggestions, disseminate and report employee satisfaction which improves retention.

30. Interviewing

Examples of general interview questions

31. Salary & Hourly Raise and Bonus Policies

Maintain and train employees in the company's compensation plan

32. Employee handbook

Maintain and train employees on all company practices through the employee handbook.

33. Layoffs and Unemployment

Communicates intentions of layoffs and ensures employee retention.

34. License and certification adherence

Allows for employee notification of upcoming fees or testing regarding their individual certifications or licensing. Tracks necessary company licenses and certifications and ensures timely payments.

#### 35. Onboarding

Assures a smooth introduction to our company culture, establishes mentor/coaching relationships and sets up new employee interviews.

#### 36. Terminating

Provides for a caring departure for employees as they leave the company. Protects company from legal repercussions and ensures compliance with all government regulations.

#### 37. Hiring Process

Ensure standards are maintained to provide candidates a positive and fair experience when interviewing.

#### 38. Communications

How to's for all office communications

#### 39. Cash Flow Planning

Complete and report on cash flow status and long-term planning.

#### 40. Office Maintenance

Opening and closing of the office, along with processes for keeping the office and facilities in excellent working order.

#### 41. Office inventory control

Know and control amount and location of supplies for use in the office.

#### 42. Travel expense reporting

Completing an expense voucher to accurately track and submit expenses incurred at a qualified event, such as training, seminar or a trade show for taxes or reimbursement.

#### 43. Admin service requests

Authorizing, tracking, recording, and reporting on Admin. Service requests.

#### 44. Social events and party planning

Organize parties for clients and the public. Arrange for employee events and parties.

#### 45. Tracking/Data entry for labor and materials

Collects data on labor and materials usage per job through all of our service offerings

46. Customer and employee recognition for referrals and great work.  
Show our gratitude to people and companies that have helped us spread the word about our unique services.
47. Uniform requisition  
To track purchases of uniforms and to ensure employees are properly fitted with clothing and held accountable for returns.
48. Company-wide memos and announcements  
Ensure standardization of message protocols and standards/criteria for sending company-wide memos.
49. Compliance reports  
Comply with government regulations regarding compliance with mandated reports
50. Using a TouchStone Manager Account  
Create TS Manager accounts for IDC's. These process tools are in the TS General Process Library and available to be downloaded to an IDC's TS account, but they are only marked as completed when someone is ready to download them.
51. Contact management  
Maintain an updated and complete list of company contacts.
52. Accident and injury reporting  
Document and report injuries to all concerned parties.
53. Mail  
Collect and distribute mail to addressees. Organize outgoing letters and packages through the intended delivery service.
54. Filing virtual and physical  
Structure, organize and maintain virtual and physical files for ease of accessibility.
55. Purchasing and organization of office supplies  
Demonstrate care and concern for employees through easy accessibility of office supplies, and more for the office to run smoothly.
56. Scanning and photocopying  
Assures proper operation and maintenance of the office machines.
57. Office Organization  
Maintain all documents, files and supplies and ensure all information is organized and accessible.
58. Resolving Phished / Hacked Email Account

To resolve the technical issues of an email account being fished and/or hacked and to alert and communicate with our contacts and community that have been affected.

#### 59. Budget Creation

Develop a reliable financial forecast of anticipated revenue and expenses and then review and report on the differences between what was actual and what was budgeted.

#### 60. Chart of accounts review

Ensures we are separating expenses in a way that gives us the necessary information to track progress towards our Key Strategic and Financial targets.

#### 61. Contacting past due accounts

Uncover reasons for the lateness of payment, follow through on problems in service if there are any, and follow up with client ensuring a satisfactory outcome.

#### 62. Payroll

Performs required data entry by our payroll company. Ensures payroll checks are accurate and timely.

#### 63. Bank Reconciliation

Oversee the monthly reconciliations of payment clearing, escrow disbursement, cash book balances and various cash clearing accounts.

#### 64. General ledger

Create journal entries and assembling supporting documentation, as well as for tracking the contents of accounts, creating portions of the financial statements, and writing related disclosures.

#### 65. Accounts Payable

Tracks amounts owed each vendor prepares reports to be approved by the owner for payment in a timely manner.

#### 66. Invoice verification by managers

Ensures verbiage on invoices reflects the level of service provided and verifies the accuracy of charges. Managers directly responsible for the work listed are to adjust when necessary and sign off on invoices for all work performed by their direct reports.

#### 67. Accounts Receivable

Invoicing our clients according to agreements on a timely basis. Tracking data for aging accounts with monthly reports.

68. Financial statement preparation

Develop, review and report on company results through the monthly profit and loss and balance sheet reports.

69. Budget review

Compare spending and revenue projections to actual figures. Make suggested changes when necessary.

70. Cash forecast plan

Allow for the most accurate cash availability projections possible.

71. The Form Tool - Functionality

Tool to create form templates

72. Budget reports

Obtain accurate financial position of the company with relation to projections

73. Invoicing

Enter invoices accurately and completely.

74. Greeting Clients, Employees, and Prospects

Greet clients and prospects in a warm, professional and helpful manner to give them the best possible impression of the company.

75. The Form Tool - Functionality

76. Answering phones

Provide authentic consist, care and friendliness with a helpful attitude that starts on the phone and is reflected throughout the organization.