

**This document was created by Chair Dr. Lynch-Walsh. The Office of the Chief Auditor did not contribute or have any input on this document.**

## **Understanding the difference between policy, process, and procedure**

### **Policy qualities**

- Policies are the business rules and guidelines of a company that ensure consistency and compliance with the company's strategic direction. The Policies lay out the business rules under which a company, division, or department will operate.
- Policies are the guidelines under which Procedures are developed. There is not a one-to-one relationship between a Policy and a Procedure. Policies are not part of the Procedure, because they cannot be properly structured. However, the Procedure must reflect the business rules contained in the Policies.
- Policies address **what** the Policy is and its classification, **who** is responsible for the execution and enforcement of the Policy, and **why** the Policy is required.

### **Process qualities**

- Processes are related activities that produce a specific service or product (example, Procurement to Payment). The majority of Processes cross departments or functional areas. Each Process designates the connect points and where it crosses department lines. The documentation presents the total Process. It is helpful to be able to reference or drill down to the applicable Policy or Procedure for a Process step. A Process map is a useful tool to graphically display the Process.
- Processes indicate where there is a separation of responsibilities and control points. They are also very helpful to identify Policy and Procedure requirements. Processes address **who** is responsible to perform the Process (department, division), **what** major functions are performed, and **when** the function is triggered.

### **Procedure qualities**

- Procedures define the specific instructions necessary to perform a task or part of a Process. Procedures can take the form of a work instruction, a desk top Procedure, a quick reference guide, or a more detailed Procedure.
- Procedures usually are structured by subject (for example, system instructions, report instructions, or Process tasks). A Procedure usually addresses only a single task. This separation enables Procedure components to be compiled into special Procedure manuals for specific audiences, end users, and purposes.
- Procedures detail **who** performs the Procedure, **what** steps are performed, **when** the steps are performed, and **how** the Procedure is performed.

## Laws and Rules of the Road

### Speed Limits

California has a "Basic Speed Law." This law means you may never drive faster than is safe for current conditions. For example, if you are driving 45 mph in a 55 mph speed zone during a dense fog, you could be cited for driving "too fast for conditions." You may never legally drive faster than the posted speed limit, even if you think it is safe to do so.

Regardless of the posted speed limit, your speed should depend on:

- The number and speed of other vehicles on the road.
- Whether the road surface is smooth, rough, graveled, wet, dry, wide, or narrow.
- Bicyclists or pedestrians walking on the road's edge.
- Whether it is raining, foggy, snowing, windy, or dusty.

### Maximum Speed Limit





## Policies

Policies are the guidelines or laws that drive the Processes and Procedures.

## Processes

Processes are a high level view. The tasks within the overall process are identified



Maneuvers		Distance	Maps
	1: Start out going EAST on W SUNSET BLVD toward ARGYLE AVE.	0.6 miles	<a href="#">Map</a>
	2: Merge onto US-101 S.	5.2 miles	<a href="#">Map</a>
	3: Take the LOS ANGELES ST exit.	0.1 miles	<a href="#">Map</a>
	4: Turn RIGHT onto N LOS ANGELES ST.	0.2 miles	<a href="#">Map</a>
	5: Turn RIGHT onto TOM BRADLEY BLVD.	<0.1 miles	<a href="#">Map</a>
	6: End at Los Angeles, CA US		<a href="#">Map</a>
Total Est. Time: 9 minutes		Total Est. Distance: 6.35 miles	

## Procedures

Procedures are the detailed steps required to perform an activity within a process.