



ACRISURE

# RISK RESOURCES

## TIPS FOR CREATING EFFECTIVE PROCESS: INVOLVE YOUR FRONT LINE EMPLOYEES



**PROCESS DEFINES** “how we do things” at our companies and the standard by which employees are measured. As a leader, it is your responsibility to establish and communicate the norms, knowledge, and expectations you have for your employees. It’s important for these processes to be codified, not just so that you can point to them and train on them, but also to ensure they do not disappear and become diluted as the organization grows, and as employees come and go.

Teaching process to employees is a never-ending obligation. Every time a new employee joins your company, clear process instruction is required. Existing employees, over time, will forget your process or develop workarounds. To combat this natural tendency, on-going reminders are essential to uphold your safety culture.

### THE ESSENCE OF A GOOD HANDBOOK: TEAM COLLABORATION AND OWNERSHIP

By involving your team members in writing the details of your organization’s operating procedures, they are sharing critical information not only with their peers but to new employees down the road.

Following process must not be optional. Effective process is under a constant state of development. Engaged employees will come forward with new ideas and better ways of doing things. Where warranted, process should be modified to incorporate these better ideas. As a result, your employees have greater ownership over their process and greater engagement.

### THE BENEFITS OF HAVING CLEAR PROCESSES:

- Process is your guardrail; it sets the tone and expectations at your organization. Employees prize knowing what’s expected and how to do their jobs.
- Process helps you properly integrate and define expected behaviors. It’s not about producing the thickest employee handbook. It’s about ensuring employees sense a fair playing field where expectations are universally applied and where success is continuously measured.
- Process directly affects safety, and safety impacts the customer experience. Customers appreciate working with the safest organizations. They will not tolerate vendors who experience repeated safety violations.
- Adhering to clear processes reduces the risk of adverse safety incidents.

### TIPS FOR CREATING EFFECTIVE PROCESS:



Define which employees the process applies to. Ensure they are trained.



Establish metrics to ensure the process is working.



Support the process with illustrations or photos where applicable.



Test the process before implementing it.

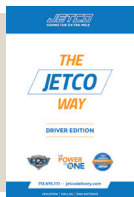


Ensure the process is easy to read and understandable by the audience. Focus on clarity and simplicity.



Measure the impact of the process on your operations. If the process is not working, adjust it.

### PROCESS IS ESSENTIAL, BUT WITHOUT ACCOUNTABILITY, IT IS INEFFECTIVE. EMPLOYEES MUST BE HELD ACCOUNTABLE FOR FOLLOWING PROCESS.



**CASE STUDY** | Brian Fielkow is Acrisure’s Executive Vice President-Risk Resources. Prior to joining Acrisure, Brian owned and led Houston-based Jetco Delivery. Several years ago, Jetco replaced its cumbersome handbook with *The Jetco Way*, a document written by the company’s employees. The employees literally owned the process. After integrating *The Jetco Way*, safety and production failures plummeted.

Acrisure’s risk resources team offers on-demand, virtual and live training tools to help you elevate your organization’s performance and profitability and gain more control over the cost of your insurance and risk.

**For more information, please contact your Acrisure representative or email [riskresources@acrisure.com](mailto:riskresources@acrisure.com)**

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