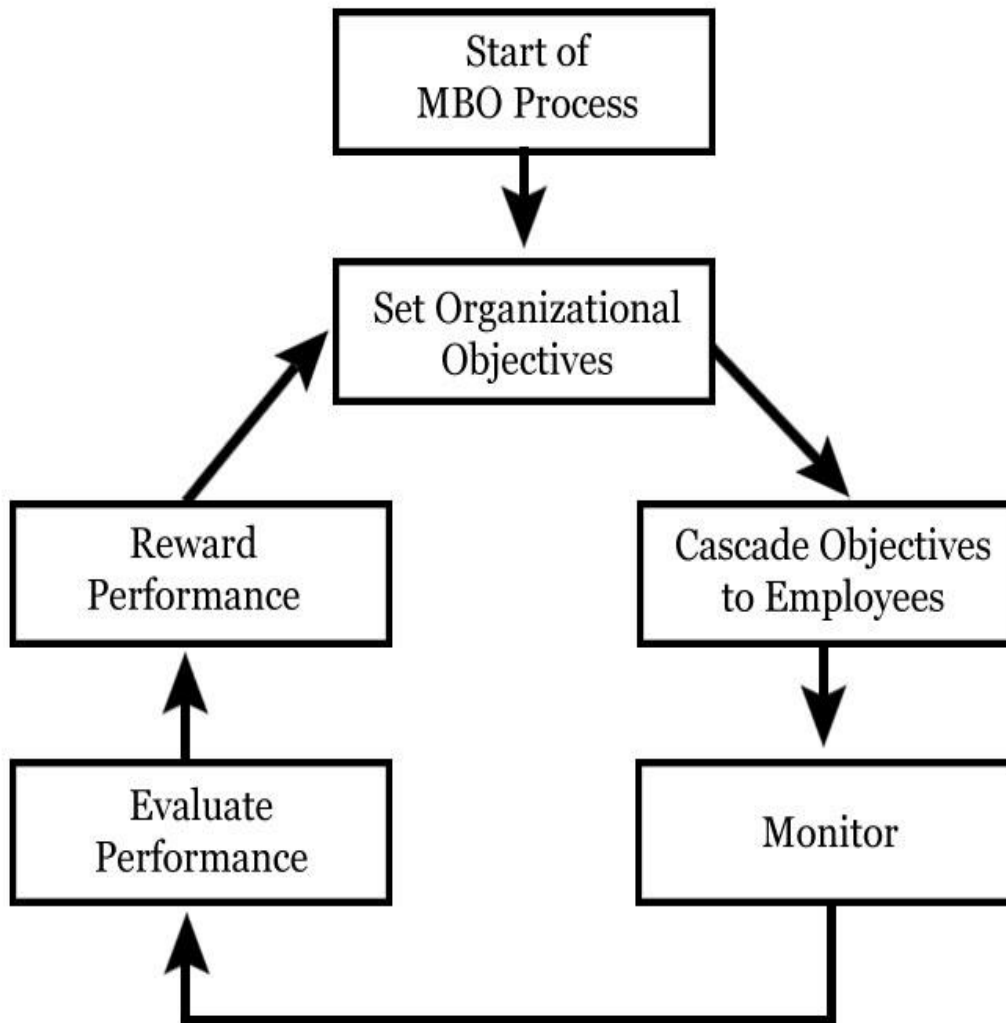




The Five-Step MBO Process





SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

Principles of Management

Unit -2/ MBO



Policies and Procedures

- Policies
 - Plans reduced to statements or instructions that direct organizations in their decision making; it is a statement of expectations that sets boundaries for action taking and decision making
 - Many policies come from JCAHO (Joint Commission Accreditation of Healthcare Organizations)
- Implied policies
 - Not written or verbally expressed, and usually developed over time and follow a precedent; for example a hospital may have a policy that employees should be encouraged and supported in their activity in regional, community, and national healthcare organizations
- Expressed policies
 - Delineated verbally or in writing
 - May include a formal dress-code, a policy for sick leave or vacation time, and disciplinary procedures