DES Administrative Services Policy No. 1.1

Writing E&AS Policies & Procedures

Applies To:	Department of Engineering & Architectural Services employees
Authorizing Sources:	RCW 39.04 RCW 39.10 RCW 39.80
Information Contact:	Engineering & Architectural Services
Effective Date:	July 1, 2015
Last Update:	July 1, 2015
Approved By:	/s/ ―――――――――――――――― William Frare Assistant Director, Engineering & Architectural Services

Purpose

The purpose and intent of the Engineering and Architecture Policies and Procedures is to provide guidance at the program and division level for public works contract and project management in the capital and energy programs. The policies and procedures are intended to be program specific, and do not apply to any other divisions or business lines of DES. Engineering & Architectural Services (E&AS) policies and procedures are subject to, and do not replace agency policies and procedures.

This policy applies to the development of a new or the revision of an existing Engineering & Architecture policy or procedure. This policy only applies to policies and procedures written by and intended for E&AS staff.

A policy is a principle to guide decisions and achieve rational outcomes. The activity of developing policy involves research, analysis, consultation, and knowledge of current and upcoming practices and techniques in the industry. It is important to identify past practices, changes in practice, or applicable discussions that caused the need for the policy/procedure to be written or updated.

As a principle guide to decision making, the activity of developing policy involves research, analysis, consultation, and knowledge of current and upcoming practices and techniques in the industry. A policy writer must identify how the culture and situation has changed for the policy activity and determine any risks or challenges that clients have had with the activity to validate which processes are working.

Policy

A. Policies must define the activity, scope and extent being considered.

Summarize actions, and any major conditions or restrictions to the policy, and define the policy scope. Keep in mind major responsibilities of any person or organization participating in this policy. Also define the risks of not following the policy and its consequences.

B. Identify the principles, areas of concern and desired outcome of the policy.

Policy statements often are trying to solve issues, inconsistencies, or minimize legal risk to the program. It is important to address what type of change is expected to occur through the policy, particularly if it is a change in behavior for employees or conditions that occur that trigger components of the policy.

The policy should discuss the major principles that will guide decisions. It should also identity areas of concern that the employees should consider and address when making decisions guided by the policy.

C. Research the history of the activity within the agency and how similar situations have been handled.

Identify how the culture and situation has changed for the policy activity. Identify risks or challenges that clients have had with the activity and validate which processes are working. Identify and acknowledge data gaps and consult with other internal subject matter experts. Provide examples within the policy discussion if the issue is complex or puts the program at risk. Consider any options or exceptions to the policy.

If a particular document, study, or report demonstrates the need for the policy/procedure or is used as a reference, include it in the "Related Documents" section of the policy/procedure.

D. Always use the most recent policy/procedure template when writing a new policy or updating a previous one.

The templates provided contain style guides in the tool bar to assist in a consistent look and feel for program policies. They also provide tips for writing and formatting to help in the process of writing policies. If an author wishes to add a component to the policy they are writing, it is necessary for approval of the changes prior to implementation.

E. Do not quote from RCW, WAC, Rules or agency policy.

Policy and procedure are written and updated to indicate the intent of the agency or the regulating body. While it is understood that most policies and procedures are driven by RCW, WAC, statute or other agency policy, it is important to present the law citation but not the text of the citation. Rewording the language can often help increase the understanding of a rule or law.

Policies and Procedures should be in plain language to help the user understand the intent of the regulating body.

F. Procedures will include specific instructions necessary to perform a task or part of a process.

Procedures must detail who performs the procedure, what steps are performed, how the procedure is performed, and who the authorizing authorities are in the steps of the procedure.

G. Identify documents, forms, or attachments needed to complete task or procedure.

Many tasks require certain forms or documentation. Procedures must detail which document components are needed and where they are located. They should also inform the reader that authorization is needed if the procedure requires access into proprietary databases. Those proprietary databases, if applicable, should be identified and included in the "Related Documents" section of the policy or procedure.

H. Include a flow chart of the entire process.

While employees are familiar with written instruction, a flow chart can often simplify the procedure for a reader and increase their understanding of all the steps required. Always include a flow chart of the procedure to include points of authorization or decision making.

Procedures and required forms

- *Procedure: –* 1.1.2 Writing E&AS Policies and Procedures *(link)*

History

Created 7/1/15