

“Controlling People”

By: Jack Muellerleile

“Controlling People” has a negative ring to it but is absolutely necessary in order for a business to survive much less prosper. Employees cause a business so many headaches that thousands of businesses have gotten rid of them entirely. These businesses ‘farm out’ everything to vendors, some of which gather up manpower then ‘rent’ the workers to their clients.

For those entities which still have people on their payroll, concerted efforts are needed to control them. These efforts may be general in nature, including:

1. Written position description for every job spelling out in detail the purpose of the job, what qualifications are required to be considered as a candidate for same, the regular assigned duties, incumbent’s authority for expenditure of company funds and ability to bind the corporation, # employees supervised and so forth;
2. Written ‘policy & procedure’ manual setting forth the approved methods of conducting the business of the firm;
3. Training (initial & ongoing) to assure employees understand the policies & procedures;
4. Self-auditing of past activities with written reports setting forth ‘significant audit findings (policy deviations)’ for review and correction henceforth;
5. Disciplinary action for repeated policy violations; and
6. Regular, periodic seminars conducted by staff departments (legal, accounting, human resources, safety, environmental, etc.) to bring everyone up to current on matters pertinent to their areas of responsibility.