

# Policy: Completed Staff Work

PL No – 50

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Applicability – All Employees on Company Roll

Total Number of Pages – 3

Sometimes employees have the tendency to put their share of groundwork, responsibility on their seniors. Whereas it is always the case that seniors are busy in work which is of more value to the organization as a whole. So their time is of much more value for the company to be wasted by inefficiency on the part of Junior.

When seeking approval for something that is new or not done in routine or a new project or even a new promotional idea, in such cases you must use a form named – “Completed Staff Work”.

Juniors are supposed to reduce the efforts of their senior and this applies throughout the organization. Which means what is expected of juniors in relation to their HODs, Same is expected from HODs towards Management. Let’s face the fact, currently we request approvals in written but that is for the documentation of it or to make it formal. Whereas the discussion is done in verbal over phone calls or meetings to justify the need of such approvals. These phone calls or meetings can be reduced to significant amount provided we follow not only this but all the policies.

Here is an example to give you more clarity.

Example – The wall surrounding the plant area needs repair because due to heavy rains it collapsed. So the person in charge of Maintenance goes around talking and discussing to everyone about it, which they all further go and discuss with others about it. The person in charge then goes to Management or calls them over the phone, explains the situation to them, then they get into a discussion of evaluating different workable options and then agree to a solution of it. For the approval of solution the person in charge drafts a mail and gets it approved.

Now the above example is totally inefficient and involves a lot of noise (work which is actually not production). So what he should do is follow the mechanism of CSW (Completed Staff Work).

If you look and observe the example given above, then you will see that that it contains different parts of it.

One – A **problem/situation** that needs to be remedied.

Second – To remedy the same, one needs **approval** from a higher authority.

Third – The higher authority will approve the same provided they are given **sufficient information** first about the situation.



Fourth – **A workable solution**

Fifth – An assurance that the solution is **best available solution**. The assurance must be genuine and must come after doing the R&D and the R&D should show that it actually is the best solution.

So the format has these all parts and nothing unnecessary.

It may happen that you have multiple options but do not write them all. You as a junior do the homework of finding the best one, do not expect your senior to do the work for you. Since you are much more close to the situation, you know about it more. Your senior might have to do his R&D to know it, which will cause him to lose his precious time, which otherwise should go to his production. Your senior must get it in complete form from you. Hence the name is "Completed Staff Work". So from now it is expected at all levels that we start implementing this immediately after the issuance of this.

*OK Approved*

Written By  
HR Head



*Approved*

Approved By  
Management

To –

From –

Date –

**Situation/Problem** – In this step you state the issue. (The wall surrounding the plant needs repair).

**Data** – In this step you give the information which at present you give either in person or verbally over phone. (The wall surrounding the plant has collapsed due to heavy rains and now we are in the risk mode as it leaves us open for any unfortunate incident, hence we need to get it repaired.)

**Proposed Solution** – In this step you propose the best available solution which takes minimum efforts & resources from the organization and handles the situation efficiently. (The wall needs repairs, for which we need 3 labors in total for 3 days and a security staff for 2 nights till it is not repaired. For materials we need materials costing about 10000 INR and we will salvage and use whatever we can from the fallen section of wall.)

**Attest** – You must write in this section; the solution I have proposed is the best solution.

Approved \_\_\_\_\_

Disapproved \_\_\_\_\_

If Disapproved, Any remarks \_\_\_\_\_

*Ok Approved*

Written By  
HR Head



*Approved*

Approved By  
Management