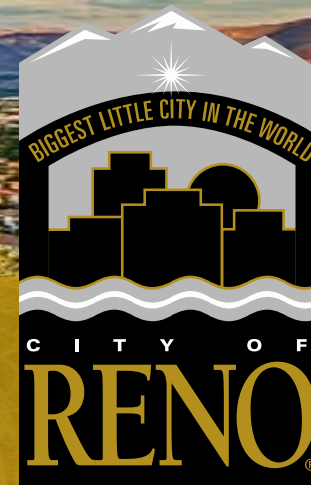


18-01 Management Policies and Procedures Audit



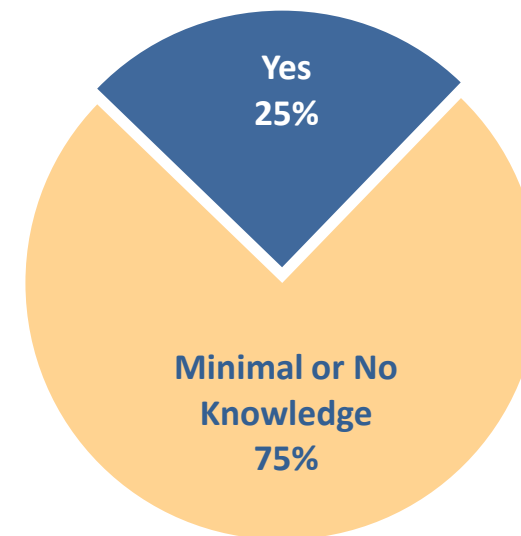
Purpose of the Audit

- To determine if the City's documented policies and procedures are effectively communicating the standards for all employees and providing a consistent structure for the organization.
- Also, to determine if the policies are robust enough to achieve the City's objectives.

Key Findings

- Employees were not knowledgeable of citywide policies and procedures per a questionnaire administered to a random statistical sample of employees within all City departments.

Knowledge of
Citywide
Policies?



Key Findings

- The citywide training program for policies applicable to all City employees could be more clearly defined, scheduled more efficiently, and implemented consistently throughout the organization.
- The citywide policy approval, notification, and revision process could be applied more effectively.
- The collection of citywide policies could be more complete and organized.

Audit Recommendations

- 16 audit recommendations have been communicated to the City Manager's Office – the process owner for citywide policy development and implementation – and also to the Human Resources department.
- Management agrees with the recommendations and departmental actions are being taken to address the audit findings.

Internal Audit Function @ City

- To provide the City of Reno with an independent appraisal function designed to assist the Reno City Council, citizens, and City management in establishing **accountability, transparency, and a culture of continuous improvement** in City operations.
- At its core, Internal Audit helps the organization achieve its objectives.



