

## INTERNAL CONTROLS COMMUNIQUÉ

Div. of Military &  
Naval Affairs

Internal Control  
MNAG-IC

Issue No. 1

**Internal Control** can mean many things. In this newsletter I will be focusing on the control activity, **documentation**. In particular, the documentation of the written policies and procedures that you use every day.

Ask yourself these questions on your policies and procedures:

- Are they well documented, that is are they written down?
- Is the regulation or pamphlet current?
- Are they applicable; do they need modifications?
- Are they widely published and accessible by everyone?
- Do you follow the Standard Operating Procedures that are in place?



**PROCEDURES THAT ARE IN  
YOUR HEAD NEED TO BE IN  
WRITING!**

**Did you  
know...**

....that poorly documented policies and procedures result in inefficiencies, inconsistent decision making and loss of productivity?

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### **Definitions:**

**Policy** – The guiding principal that sets direction

**Procedure** – A particular course of action intended to achieve an end result

WRITTEN policies and procedures are critical to the daily operations of DMNA.

### **Why?**

They provide the framework for employees to do their jobs!

### **How?**

Ask employees to write down every step they take to accomplish a task.

If you have comments, suggestions or questions, please contact the Internal Control Officer, Jennifer Winters, at [jennifer.winters1@us.army.mil](mailto:jennifer.winters1@us.army.mil) or at 518.786.4673