

Q-9)

Ans-9 Business policies are important and affect everything from legal liabilities to employee satisfaction and a positive public image. Policies make sure everyone is on the same page when it comes to expectations of certain things. A business might have policies pertinent to different aspects of the company. There may be safety policies, human resources hiring policies and anti-discrimination policies. There may also be policies that pertain to employees' dress code, lunch schedules, time off holidays. Other policies are relevant to the customer experience including greetings customers, phone calls management and product delivery specifics.

Policy is a blueprint of the organization activities which are repetitive in nature, while strategy is concerned with those organization decisions which have not been dealt before in same form.

Policy formulation is responsibility of top level management while strategy formulation is basically done by middle level management.

Policy deals with routine / daily activities essential for efficient running of an organization. While strategy deals with strategic decisions. Policy is concerned with both thought and actions, while Strategy is is concerned mostly with action.

All these policies create a positive work environment. Employees who feel safe at work from injury or discrimination are happier and more productive. This is an important aspect of productivity that every business owner must consider. When employees have specific directive on dress code scheduling and requesting Time off.