Design and documentation

Capability document

SHARP &
TANNAN

Sharp & Tannan Group

1932
Founded by C.R. Sharp

INR 900+
Billion top line audited

500 +
Employees

11
Offices

22
Partners

30
Listed clients serviced

Russell Bedford
taking you further
Affiliations

MEMBER OF THE
FORUM OF FIRMS

10th
*Ranked Assurance Firm in India

* Prime Academy 2018 report

SHARP & TANNAN

Assurance | Consulting | GRC | Taxation

Ahmedabad | Bengaluru | Chennai | Coimbatore | Goa | Hyderabad | **Mumbai** | New Delhi | Pune| Vadodara
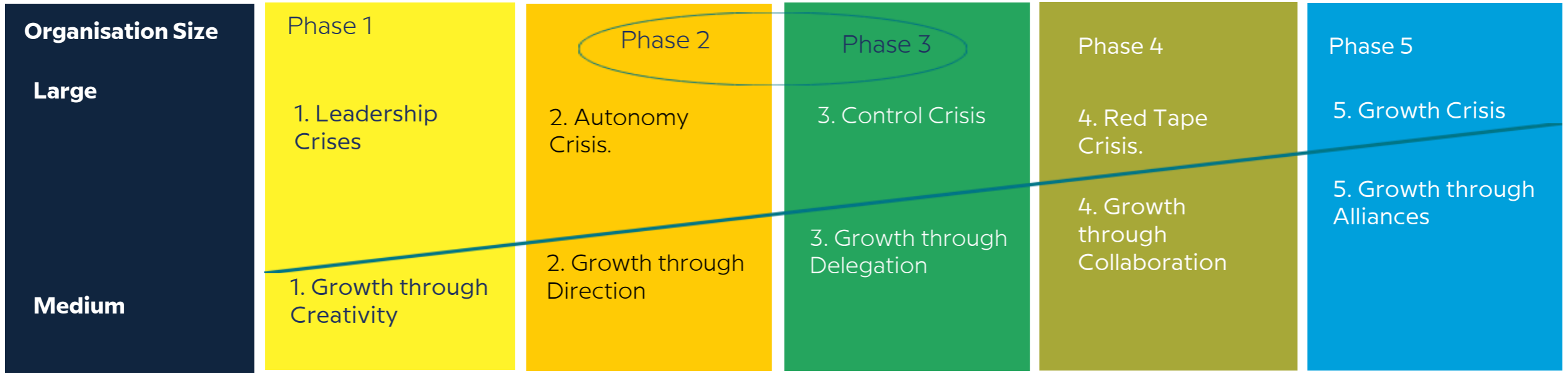
Introduction

Growing organisations often experience higher attrition and recruitment, both resulting in learning downtimes. A well-designed and documented process can help reduce the downtimes by providing a framework to manage the day-to-day operations A well-defined process if followed, always gives consistent results which helps the management focus on more challenging and dynamic external issues. We provide design and documentation services to our clients through the following steps

- identifying the business processes
- thoughtfully mapping the people and processes with their roles/responsibilities
- designing and documenting the standard operating procedures (SOPs)

Advantages of a well-defined design and documentation

Manage growth better: An Harvard study charts a business growth in the following five phases

Organisation Size	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Large	1. Leadership Crises	2. Autonomy Crisis.	3. Control Crisis	4. Red Tape Crisis.	5. Growth Crisis
Medium	1. Growth through Creativity	2. Growth through Direction	3. Growth through Delegation	4. Growth through Collaboration	5. Growth through Alliances

Minimise learning downtimes: Developing organisations often experience higher attrition and recruitment, both resulting in learning downtimes. A well designed and documented process can help to reduce the downtimes by providing a framework to manage the day-to-day operations.

Clear understanding of roles: A well defined SOP imbibes into it, a very clear understanding of roles and responsibilities at an organisation/ business process and sub-process levels. This clear articulation provides an assurance that an individual understands his roles and responsibilities within the organisation.

Consistency in outputs: A well defined process, if followed, always gives a consistent results which helps the management focus on more challenging and dynamic external issues facing the business.
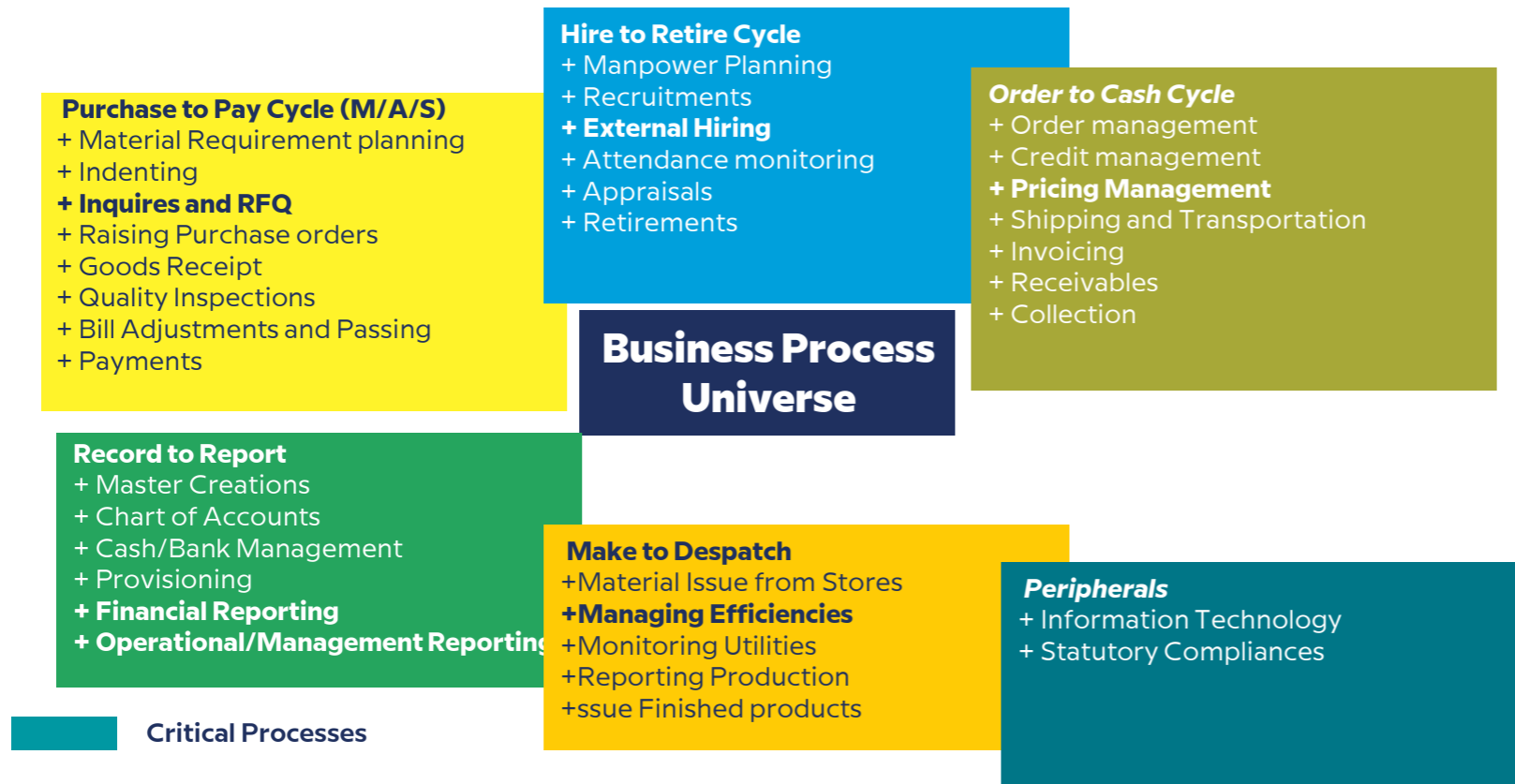
Our approach

SHARP & TANNAN

a. Define the universe

1. In order to design and document all the process – Universe of the process first needs to be defined.

2. This involves identification and grading of all business processes.

3. Each business process will further have sub processes covering all the elements within the process.

4. Grading each processes into critical and non critical will provide insight into developing the correct corresponding set of controls required.

Hire to Retire Cycle
+ Manpower Planning
+ Recruitments
+ External Hiring
+ Attendance monitoring
+ Appraisals
+ Retirements

Purchase to Pay Cycle (M/A/S)
+ Material Requirement planning
+ Indenting
+ Inquires and RFQ
+ Raising Purchase orders
+ Goods Receipt
+ Quality Inspections
+ Bill Adjustments and Passing
+ Payments

Order to Cash Cycle
+ Order management
+ Credit management
+ Pricing Management
+ Shipping and Transportation
+ Invoicing
+ Receivables
+ Collection

Business Process Universe

Record to Report
+ Master Creations
+ Chart of Accounts
+ Cash/Bank Management
+ Provisioning
+ Financial Reporting
+ Operational/Management Reporting

Make to Despatch
+Material Issue from Stores
+Managing Efficiencies
+Monitoring Utilities
+Reporting Production
+ssue Finished products

Peripherals
+ Information Technology
+ Statutory Compliances

Critical Processes

b. Mapping the current process

- After mapping the universe each and every sub process identified will be mapped

- With each of the process - map the respective process owner, executor and tie it up the respective team.

- Mapping will be performed via:

    a. Interview with key personnel
    b. System walk through
    c. Review of current documentation

- Mapping will indicate
    a. State of controls within a process / sub process
    b. Quality of documentation within the process

SHARP&TANNAN

Assurance | Consulting | GRC | Taxation

Ahmedabad | Bengaluru | Chennai | Coimbatore | Goa | Hyderabad | **Mumbai** | New Delhi | Pune| Vadodara

c. Designing & documentation

▪ **For each process |As mapped in Stage b – Mapping Current Process, a standard operating procedure will be designed and documented. A typical operating procedure documentation will have six distinct information boxes which are**

    a.**Process flow chart**: This contains a MS Visio formatted process flow chart which presents the flow of the process, the controls inbuilt into it – manually or within the system and the deliverables and key intersection points within the system.

    b.**Process Narratives**: Commentary on the process including what needs to be done at which level and what all needs to ensured.

    c.**Authority Matrix**: Detailed operational/Financial authority to approve the transaction based on the hierarchy defined for the process.

    d.**IT Integration**: This section lays down the integration of the process within ERP system in place. This section covers how the data will be entered , who will enter the data , how will the same be processed and what inbuilt controls are assumed in the processing.

    e.**Key Performance Indicators**: These are indicators which can be then used for monitoring the efficiency of the processes. Often these KPA's are used by internal auditors or management auditors to comment on the efficiency of the processes.

    f.**Frequently Asked Questions (FAQ)**: Not every element can be covered in detail in a standard operating procedure , also every word documented can have differential interpretations. FAQ are used to clear doubts on the operations of the process.

SHARP& TANNAN
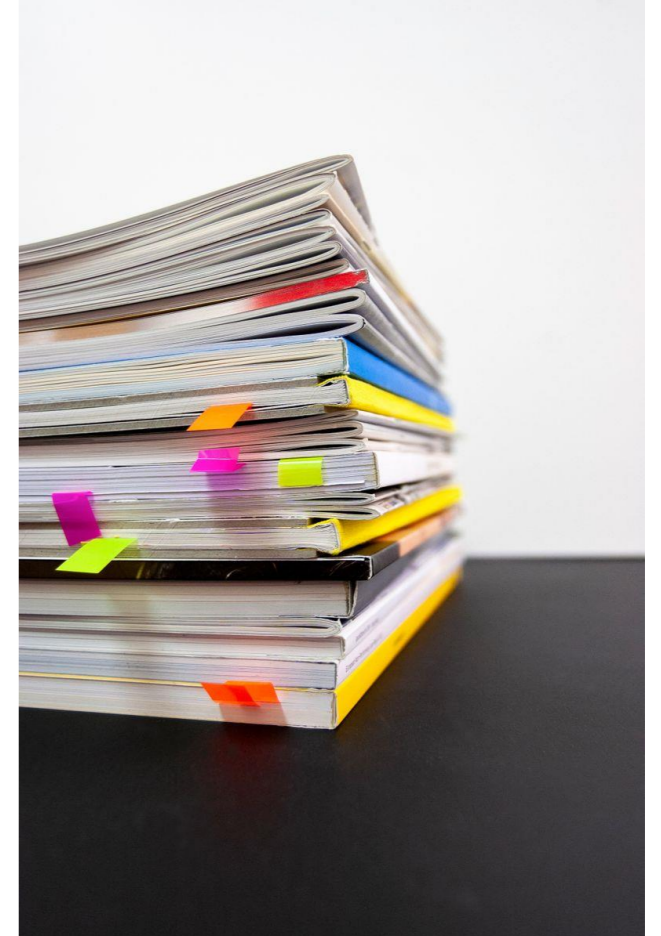
d. End user training

- For each documented process |As mapped in Stage C– Designing & Documentation|, a sign off is taken from the concerned process owner.

- Authority matrix within each process are discussed and approved only by the senior management team.

- *Version number will be updated on every change in the section.*

- After complete sign off – trainings will be conducted for each and every cycle and all the concerned users will be trained on the revised process, revised formats and authority matrix.

- "Go live " Date determination and launching of the SOP.

GRC partners

Alkesh Hirapara **|** Partner - GRC

- Alkesh heads the GRC services and handles diverse sectors like pharmaceuticals, chemicals, infrastructure, renewable energy, roads, power transmissions, and oil and gas.

- He is additionally responsible for business development function in the organisation.

Email: alkesh.hirapara@sharpandtannan.com

Amit Shah **|** Partner - GRC

- Amit has been involved in GRC and Consulting for over 16 years.

- His engagements both in the GRC and Consulting sectors are specifically in the chemicals and IT sectors.

Email: amit.shah@sharpandtannan.com

GRC partners

Arnob Choudhuri | Partner - GRC

- Arnob's experience spans a wide range of sectors like auto, auto ancillary, chemicals, construction, energy, EPC, forging, foundry, iron & steel, information technology, multiplexes, NBFCs, pharmaceuticals, PVC resins, pipes & polymers, retail, and other industries.

- His areas of expertise include are risk-based internal audits, legal compliance management, internal financial control framework, enterprise risk assessments, business development and operational consulting

Email: arnob.choudhuri@sharpandtannan.com

Hemul Desai | Partner - GRC

- Hemul has professional experience of 29+ years, GRC being his core areas of expertise.

- He handles due diligence audits, forensic investigations and special assignments in audit and assurance for overseas clients on a regular basis.

Email: hemul.desai@sharpandtannan.com

GRC partners

Hemal Modi | Partner - GRC

- Hemal's major sectoral experience includes engineering, steel, chemicals, construction, project, logistics in manufacturing, malls management and audits of international clients in the automobiles and port sector.

- He possesses over 2 decades of experience and proficiency in risk-based internal audit and consulting based on COSO model.

Email: hemal.modi@sharpandtannan.com

Sapan Gandhi | Partner - GRC

- Sapan has over 2 decades of experience in refining business processes through GRC services in companies across the board. He also looks after the data-driven services of the Firm.

- Sapan's experience spans over a variety of sectors including pharmaceuticals, FMCG, chemicals, textiles and consumer electronics, construction management solutions for the 'Industrial Capex' expenditure.

Email: sapan.gandhi@sharpandtannan.com

www.sharpandtannan.com

Ahmedabad

A1/01, Safal Profitaire, Corporate Road,
Prahalad Nagar,
Ahmedabad - 380015.
Gujarat
Phone: (91) (79) 2970 2082

Bengaluru

103 & 203, Midford House,
1, Midford Gardens, M.G. road,
Bengaluru 560 001.
Karnataka
Phone: (91) (80) 2555 0987

Chennai

Parsn Manere, A Wing (Third Floor),
602, Anna Salai,
Chennai 600 006.
Tamil Nadu
Phone: (91) (44) 2827 4368, 2822 9534

Coimbatore

09, Verivada Street, Redfields,
Race Course,
Coimbatore 641 045.
Tamil Nadu
Phone: (91) (422) 356 6556, 351 3348, 351 3352

Goa

Shop no: SF9,
GHB Commercial-cum-residential complex,
Journalist colony road,
Alto Betim,
Porvorim Berdez, Goa - 403251
Phone: (91) 9820158575 (91) 9820284584

Hyderabad

Dwarka Pride, Plot No: 4/1, Survey No: 64,
Huda Techno Enclave,
Madhapur Serilingampally Mandal,
Hyderabad – 500081,
Telangana.
Phone: (91) 9727895000

Mumbai – 1

Ravindra Annexe, 194, Churchgate Reclamation,
Dinshaw Vachha Road,
Mumbai 400 020.
Maharashtra
Phone: (91) (22) 2204 7722/23, 2286 9900-48

Mumbai - 2

87, Nariman Bhavan, 227 Nariman Point,
Mumbai 400 021.
Maharashtra
Phone: (91) (22) 6153 7500 / 2202 2224 / 8857

New Delhi

205-207 Ansal Tower,
38, Nehru Place,
New Delhi 110 019.
Phone: (91) (11) 4103 2506, 4103 3506

Pune

802 Lloyds Chambers ,
Dr. Ambedkar Road,
Opp. Ambedkar Bhavan,
Pune 411 011.
Maharashtra
Phone: (91) (20) 2605 0802

Vadodara

Aurum Complex, 8th Floor, West Wing,
Behind HP Vasna Petrol Pump,
Makrand Desai Road,
Vadodara – 390007.
Gujarat
Phone : +91 9726895000 | +91 9727895000

SHARP & TANNAN