Organizational Systems Checklist for Nonprofit Organizations

Originally provided by MAP for Nonprofits, St. Paul, MN, enhanced by Carter McNamara, MBA, PhD.

Applies to nonprofits unless otherwise noted.

(Also see Various Methods to Enhance Organizational Performance, listed at the end of this checklist.)

Related Library Topics

Description

The following comprehensive list of organizational systems and policies can be reviewed by governance and executive management to assess what systems and policies might need to be developed soon. Note that not all items are needed by all organizations. The suggested approach to using this checklist is:
1. Place a check mark next to each item below that has been completed and is useful in your organization. You may add items next to "Other items:" below.
2. From among those items that are not checked, mark each top priority item with a "1", bottom priority items with a "3", and consider remaining items to be "2"s.
3. Record all items marked with "1"s onto a separate list of items to be completed by your Board and/or staff soon.
4. Revisit this list each year to help identify top priority items to complete for that year.

BOARD OF DIRECTORS

___ Current mission / vision / values statements
___ Board member recruitment system
___ Board member orientation system
___ Board development and training strategies
___ Attendance policies
___ Membership and term limitation policies
___ Organizational chart
___ Chair and officer job descriptions
___ Committee charters
___ Board operations and policy manual
___ By-law review policies
___ Chief executive performance review process
___ Board self-evaluation process
___ Board calendar with meetings, events, activities and updates
___ (Other items:)
PLANNING

_____ Current strategic plan
_____ Diversity plan (for Board and staff)
_____ Marketing plan
_____ Fundraising / Development plan
_____ Board and committee work plans (with objectives and timelines)
_____ Yearly operations plan, including staff work plans
_____ (Other items:)

PROGRAM AND OUTCOMES EVALUATION

_____ Valid methods to assess client needs (focus groups, surveys, etc.)
_____ Established service outcomes to match client needs
_____ Established target indicators for each outcome
_____ Data collection methods for each target indicator
_____ (Other items:)

INFORMATION MANAGEMENT

_____ Client program records
_____ Volunteer records
_____ Personnel records
_____ Financial records
_____ Donor and contributor contract records
_____ Mailing lists
_____ Work flow descriptions for each major operational activity
_____ Operations manual containing work flow descriptions
_____ Inventory of computer hardware, software, peripherals, etc.
_____ Procedures for each major function to maintain computer systems
_____ Regular backups of computer disks (one copy stored offsite)
_____ Disaster recovery plan (one copy stored offsite)
_____ (Other items:)

PERSONNEL

_____ Board-adopted personnel policies
_____ All personnel policies in a handbook to each staff member
Performance appraisal system
Professional development plans
Team development plans
Recruitment and orientation systems
Job descriptions
(Other items:)

VOLUNTEER MANAGEMENT

Recruitment system
Orientation system
Management and retention system
Recognition strategies
Record system
(Other items:)

FINANCES

Board-adopted fiscal policies
Board-approved fiscal year budget
Financial procedures / internal controls manual
Inventory system
Depreciation schedules
Cash flow analysis system
Partial or full accrual accounting system
Monthly financial statements with balance sheet
Yearly audit or outside review
Program analysis system
Tax and other reporting schedules
Payroll record system
(Other items:)

COMMUNICATIONS

Communications plan, including Web usage
Annual reports
Other regular communications strategies to stakeholders
Agency brochures / videos
Media relations strategies
**INSURANCE**

- Risk management policies
- Office liability coverage
- Volunteers covered in office liability
- Workers compensation
- Disability insurance
- Assessment of need for professional liability coverage
- Assessment of need for director and officer liability
- Assessment of need for dishonesty bonding
- Contingency plans for replacing key personnel

(Other items:)

**LEGAL**

- Complete corporate records and retention policies
- Updated By-laws
- Incorporation and tax status documents
- Currently reviewed personnel policies
- Anti-discrimination practices
- Flexible benefit plan updates
- Membership rosters conforming to MN statutes

(Other items:)

**FACILITIES**

- Fire and other emergency procedures
- Accessibility for differently abled
- Sufficient, safe and secure space
- Appropriate signage

(Other items:)

Various Methods to Enhance Organizational Performance
The following can be organizational improvement programs, depending on how they're used. These are included in a section referenced by the topic Broad Overview of Various Programs and Movements.

- Balanced Scorecard
- Benchmarking
- Business Process Re-Engineering
- Cultural Change
- Continuous Improvement
- ISO9000
- Knowledge Management
- Management by Objectives
- Organizational Learning
- Outcomes-Based Evaluation
- Project Management
- Program Evaluation
- Strategic Planning
- Total Quality Management