

Discussion on Processes and Policies for growing CA Firms

Step closer to building organization culture

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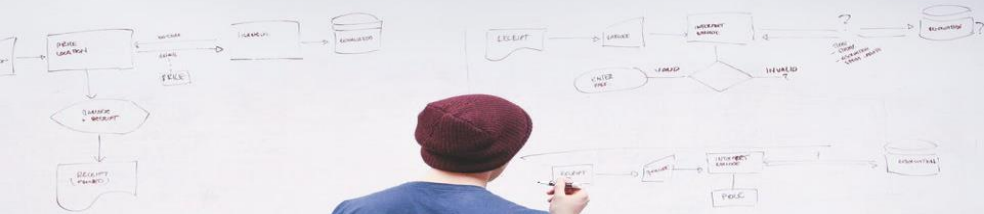
Introduction

- Person Driven vs Process Driven Firm
- What is the right start point?
- Type/Size of the Firm
- We follow this practice - unwritten
- Written Process and Policies - is it one time?
- Monitoring the efficiency - what frequency?
- Output from the resources - measurable
- Important departments at CA Firms:
 1. Human Resource
 2. Administration (Office and IT Infrastructure)
 3. Business Development
 4. Client Service

A photograph of a business meeting in a conference room. Five people are present: three men standing and two women seated at a table. The men are clapping and smiling, suggesting a successful presentation or agreement. A large screen in the background displays a line graph. The entire image is overlaid with a semi-transparent green filter. A white diagonal line is visible in the top-left corner.

HR Policies

Define Organisation Structure



Job Description of all positions



Offer/Appointment Letters



In enim autem...
Deserunt...
Dolor...
ad...
enim...
Officia ut...
esse...
pariatur...
molit...
Duis...
Incididunt...
ipsum...
velit...
Nulla...
enim...
pariatur...
tempor...
ipsum...
Anim...
culpa...
commodo...
Esse...

[Handwritten Signature]

Signature

Joining/Induction Process



Code Of Conduct



Leave & Salary Management



Leave
Without Pay

Learning & Development/Trainings



Feedback/Review Meetings



Rewards & Recognition



Other Human Resource Policies

Hiring & Selection process

Interview Forms /Process

Annual Goal Setting

Half Yearly/Yearly Performance Evaluation

Performance Linked Bonuses, Salary Revisions

Career/ Growth Path-defined

Exit Interviews/Relieving Process/Retention Policy

Alumni Network

Employee Engagement

A photograph of an office meeting with a green overlay. In the foreground, a person's hands are visible, one holding a pen and the other gesturing. On the table are a glass of water, a pen, and a pair of glasses. In the background, another person in a suit is partially visible. The text "Office Administration Policies" is centered in white.

Office Administration Policies

Time Sheet – for efficiency Tracking



Costs



Partner Manager Meetings (PMM)



Weekly Review Meetings - To do list



Leave Policy and Holiday Policy



Reimbursements/Claim Processing



Filing Systems - Numbering and Tracking



Inward/Outward Registers



Other Office Administration Policies

Stationary/Resources utilisation process

Library Management

Field Management – Office Boy/Runner Boy

Annual Maintenance-Infra/Machines

Material Procurement

Vendor Management, Bill Payments and Accounting Functions

A photograph of a business meeting with a green overlay. Several people are seated around a table, looking at documents and using clipboards. The text 'IT Policies' is centered in white. A white arrow points from the left edge towards the text.

IT Policies

Server Administration



Data Security/Access limitations



Data Backup Policy



License Management and Renewals



Anti Virus – Enterprise Security Software



Other IT & Security Policies

Website/Social Media Management

Fixed Asset Movement Tracking – Laptops

A photograph of a business meeting in a conference room. Five people are gathered around a table with laptops and water glasses. Three men in suits are standing and clapping, while two women are seated at the table, also clapping. In the background, a large screen displays a line graph. The entire image is overlaid with a semi-transparent green filter. A white diagonal line is visible in the top-left corner.

Business Development Policies

Drafts and Annual Retainer ship Contracts



CONTRACT
...or shall
...per

Client Service - Responsibilities & Timelines



Feedback/Review Meetings



Peer Review of Annual Compliances

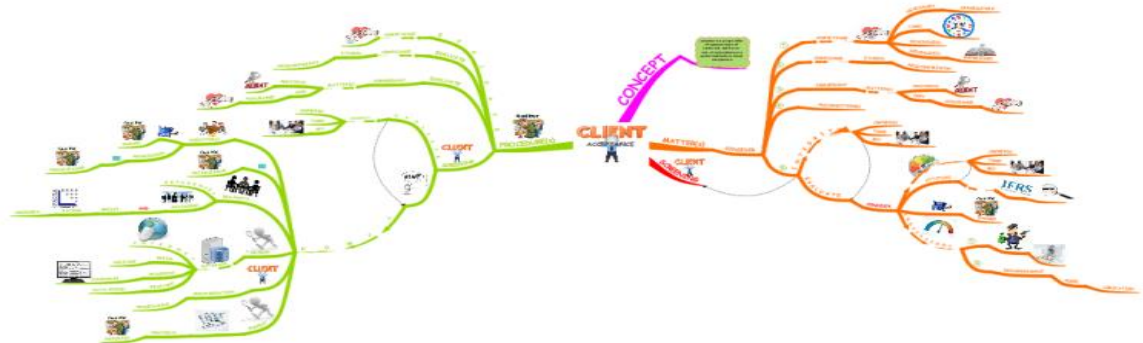


Client Service - Updates/knowledge series



Imp Business Development aspects

1. Client Acceptance Policy
2. Segment wise/client wise revenue building - Closed Contracts and Targets
3. Marketing plan - Simple functional targets



Other Business Development matters

Vision-Short Term/Long Term

Evaluation of engagement costs

Client Engagement Activities – Meetings/Seminar etc

Image Credit : www.pexels.com

Thank you

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