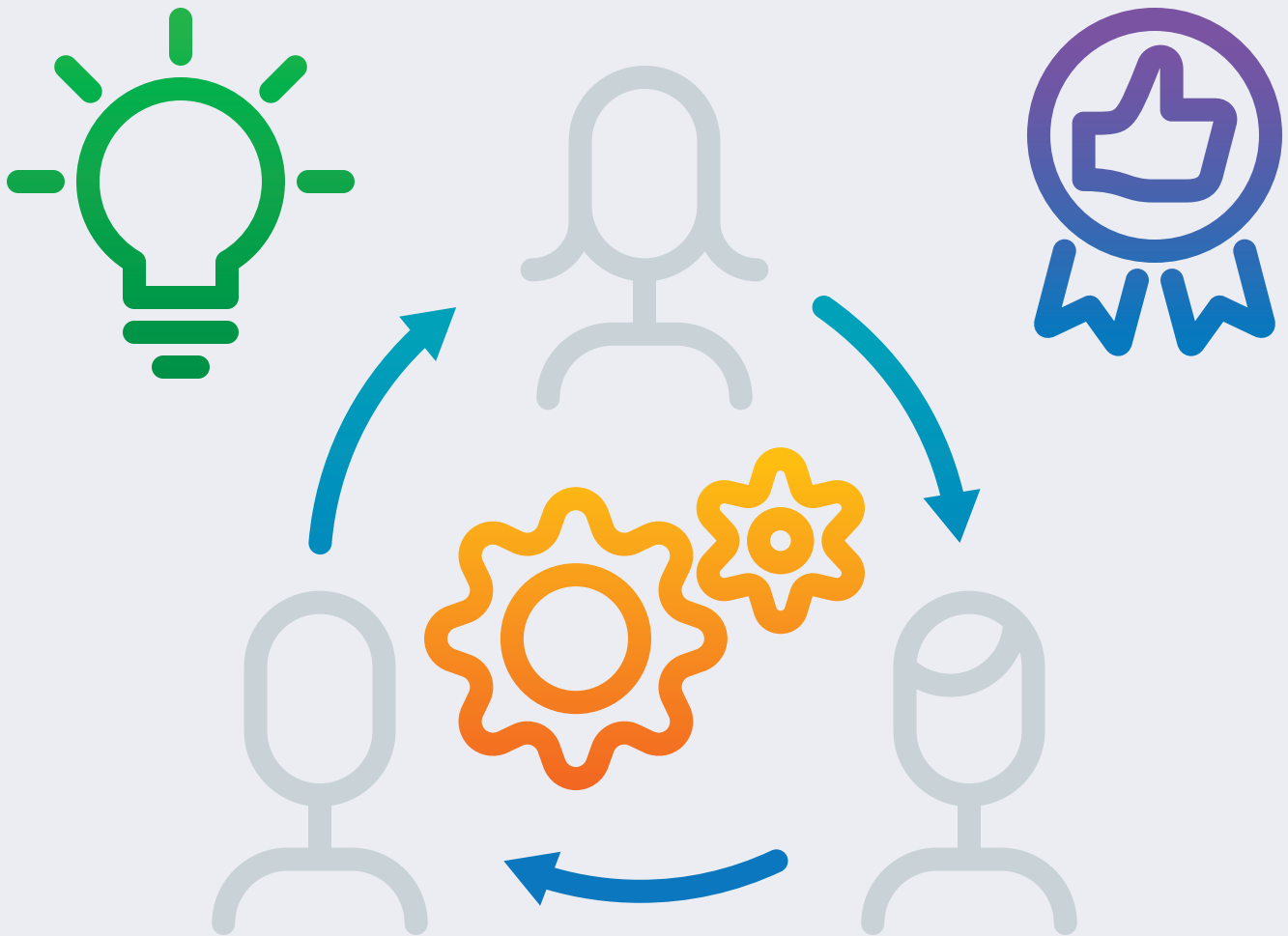


# InCheck Guide To Building Your Team's Best Practices

Make It Easier Than Ever To Manage Operations Across Your Portfolio



Staffing, recruitment, and employee retention have historically challenged organizations across the nation.

In an industry like property management, where business operations never take a pause, it's no wonder any sudden shifts in staffing are a unique problem for property managers.

And any time you have new employees, you must adjust your priorities to accommodate training and provide access to the necessary resources needed to perform the job.

That's why **more and more teams are relying on technology and automation to help institute their company's best practices.**

With the complexity that comes with operating properties, having set policies and procedures in place can help bridge communication gaps between you and your staff, reduce error, and enhance overall productivity.

# Here's How To Build Your Team's Best Practices



# 1

## Identify Your Pain Points

The first step to implementing your best practices is to identify the pain points your employees face in their day-to-day operations.

Not only will this provide a solid “why” for putting effort into developing your standard operating procedures, it will ultimately improve employee buy-in in the entire process.



# What You Can Do:

## Ask Questions

Your number one priority should be to clearly understand why you are creating each SOP in the first place.

Think: Where are you spending most of your time? What could we improve if we did things a different way? Are there any bottlenecks that exist in our current processes?

Answering these questions gives you a baseline for strategizing what's next for your organization.

## Collect Information From Key Team Members

Gathering information from your property's subject matter experts gives you a solid foundation for determining how to do things best, every time.

Once you recognize any operational gaps in your plan – whether it's with equipment, tenant management, or general day-to-day duties – you're one step closer to avoiding break points and setting your team up for long-term success.

## Define Your Goals

Why are you creating these processes in the first place? In goal setting, you'll be able to develop the absolute best practices for your team and have a clear understanding of the impact these processes will have on your organization once implemented.

Maybe you want to cut your unit inspection time in half, or decrease maintenance costs by 25%. Whatever your goals may be, they should be metric-based so that you can track progress and make important business decisions along the way.

# 2

## Implement Your Best Practices

Now that you've laid the groundwork, you're ready to start implementing your team's standard operating procedures.

Implementing SOPs for operational tasks like inspections, preventive maintenance routines, and tenant requests enables your team to get more done, faster.

Without them, it's likely that each team member performs work in a different way – especially if they're temporarily filling or taking on new responsibilities. This can lead to inconsistent performance and expose your business to risk.

And with smart automation baked into your processes, things can happen automatically even when you're focused on other, more complex projects. You spend less time reviewing details of every to-do and more time accessing big picture plans for your business.



# With InCheck's easy-to-use technology you can:



Create, store, and manage your SOP library directly in-app



Trigger work anytime you need something done, automatically  
*(or schedule it on a recurring basis)*



Copy & modify SOP templates developed from property managers around the country  
*(or customize your own!)*



Include even more detail, like embedded video cards, so your team has specific visual instructions onsite.

*Certain HVAC inspections, for example, require a thorough review of all components related to heating and cooling. They can be complex and a critical part of maintaining the health of your properties. By providing your staff with visual, step-by-step instructions, you can ensure the inspection is done the right way, every time.*

# The Benefits

## **Avoid Knowledge Loss**

As an employee moves onto another position or leaves your organization, knowledge can be lost if steps of a process are not stored or captured.

Let's say you bring on a new team member and they identify a broken appliance they've never handled before during a unit inspection. Imagine how much longer the repair process would take without set processes already in place.

If you have clear, established SOPs, any new team member you bring on board can quickly adapt to your organization's best practices – and the time and resources you'd typically spend to be physically onsite training a new hire is significantly reduced, allowing you to focus on the bigger picture.

## **Consistent Performance, Portfolio-Wide**

Regardless of the size of your portfolio, you are managing many different people who must fulfill specific responsibilities.

When different properties have different components or requirements, it's helpful to know so folks can be thorough at their jobs, even if they're doing it at a location they're not normally at.

SOPs ensure consistency when they are followed thoroughly.

## **Reduce Overall Risk**

One missed inspection on a piece of equipment could make all the difference to your bottom line – especially when the cost to repair and replace certain components start in the thousands.

Risk is significantly reduced when you know your staff is handling projects consistently and correctly, every time.

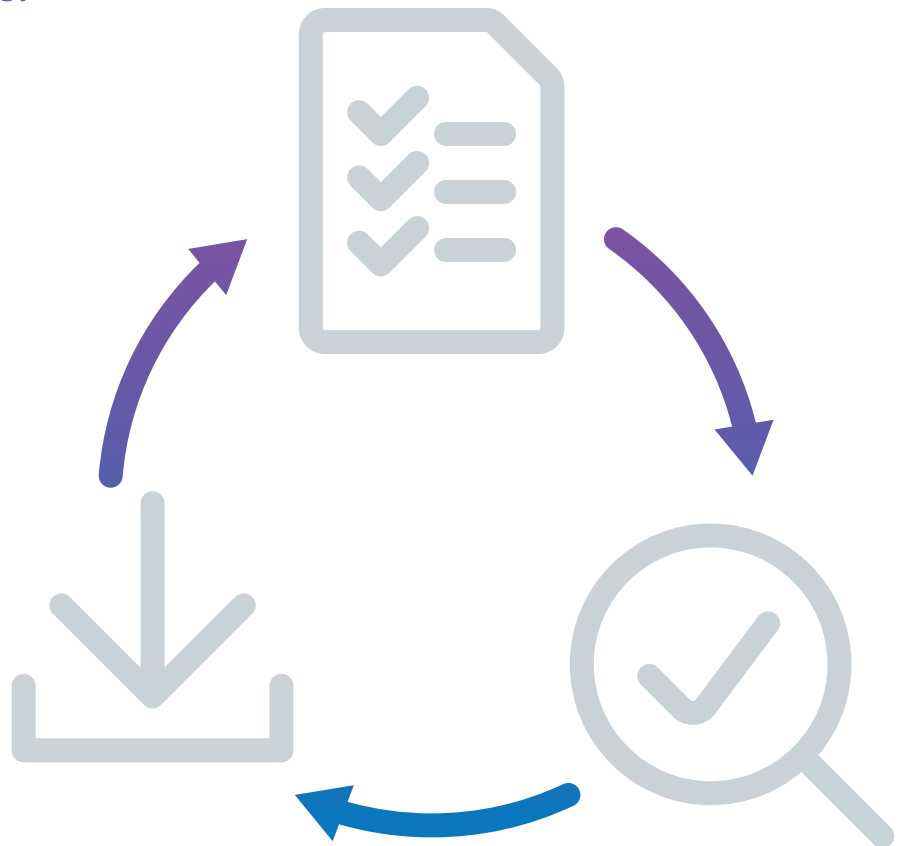


# 3

## Manage Your SOP Life Cycle

In most cases, creating SOPs is not a one-time process. As processes are continuously changing (in the hopes of making them more efficient), standard operating procedures become quickly outdated.

As a result, your SOPs should serve as living records that get reviewed periodically, making sure they stay in sync with the process or workflow they describe.



# How To Maintain Your SOPs:

## Analyze the success of your SOPs

Remember the importance of defining metric-based goals before creating an SOP? Well now it's time to analyze those metrics to measure their success.

How long are unit turns taking at each property before & after your SOPs were initiated? Has the response time to tenant requests improved?

Metrics like these can help you determine the effectiveness of your processes.

## Generate detailed reports on operational efficiency

Admin-level InCheck users have access to work performance data on-demand with the Executive Summary. This detailed report gives teams insight on staff performance, team efficiency, and project management across their portfolio – giving an exact blueprint where teams can improve.



## Listen to employee feedback

As frontline workers who carry out critical tasks and processes, your staff can provide tons of data about what's going well – and more importantly, what isn't.

And the more involved your team is, the more likely they are to buy into your processes – and follow them.



# Is it time to take your property operations to the next level?

Find out how at [sitecompli.com/incheck](https://sitecompli.com/incheck)

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