**Guided Reading Business Admin Level 4 BTEC Unit 1 Learning Outcome Three**

Understand the role of policies and procedures in meeting customer requirements

<http://allthingsadmin.com/administrative-professionals/7-tips-for-creating-effective-administrative-procedures/>

<https://www.volunteer.vic.gov.au/manage-your-volunteers/policies-and-procedures>

<https://www.mindtools.com/pages/article/newTMC_78.htm>

<http://www.referenceforbusiness.com/encyclopedia/Per-Pro/Policies-and-Policy-Making.html>