



Developing and Maintaining an Association Operations Manual

The association operations manual is a document developed by the association board that outlines policies, procedures, and day-to-day operations of the association. For instance, the association's operations manual may detail committee responsibilities, how the association championship site is chosen, the association manager salary (if any), delegate reimbursement information (if any), etc. This document may not contradict with any items in the association's Articles of Incorporation, *USBC Bylaws*, or *USBC Association Policy Manual*.

The association operations manual is an especially important document for inexperienced board members or a new association manager. These individuals may not be aware of policies or procedures an association may have in place. In addition, a new association manager may not be aware of any additional expectations of his/her position, or items that he/she will be evaluated on in performance reviews – two topics that also belong in the association's operations manual. Documenting association specific policies, procedures, and expectations gives new individuals a clear understanding of how the association operates and everything expected of them.

Every state and local association will have different needs as to what should be included in the association's operations manual. Furthermore, the manual will likely undergo changes as boards and associations change. Any addition, deletion, change, etc. made to the association's operations manual is approved by a majority vote of the board. Any update would be implemented immediately, unless a specific date is indicated.

To assist state and local associations in developing or improving their association operations manual, a sample template is available on the Association page of BOWL.com under Forms and Manuals.

Maintaining the Operations Manual

The association manager ensures that the association's operations manual is kept up-to-date, and is available whenever it may be necessary. For example, if the operations manual contains the tournament rules for the association's championship tournament, it would be necessary to have that section of the manual at the tournament.

Having the association's operations manual on hand at association board meetings is also advisable. This way, should the board approve to add/change/delete an item, it can be done immediately.