

Best Practices #1

Set-up an effective Company structure



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(Prerequisite: For better understanding, it would be useful to read first the Comidor help article "[How to create your organizational chart](#)".)

"Organization" is the composition of individual and groups. Individuals are grouped into departments and their work is coordinated and directed towards organizational goals. Basically, the entire philosophy of organization is centered on the concepts of "**division of work**" (assigning responsibility to a specific individual or group), "**specialization**" (the responsibility for a specific task lies with a designated expert in that field) and "**extendibility**" (the ability to extend).

Comidor provides you with "Users&Groups" application which is the perfect tool to:

- design smartly your Organizational Chart
- make the optimum use of your resources
- take division of work and specialization to a whole new level

Let's see how you can make the best out of "Users&Groups" app!

1

Design smartly your Organizational Chart

Structure: It is important to have a clear and as-simple-as-possible organizational chart. Many things are depending on this (information flow, roles, authorizations, notifications, assignments, projects and more), which means that a complex chart will create you maintenance issues. Time is important, so **avoid complexity**. Design an expanding-to-bottom tree structure and not the other way around.

Naming: Your group names should be short and easily recognized. It is better to use a standard naming convention for ALL your departments (first letter capital, three-letter abbreviations etc.) and to **avoid creativity** so that everyone understands the chart. Since Comidor allows the creation of "Virtual Groups" (users from different departments) and "Affiliate Groups" (guest users, externals, contractors, one-off users), it would be helpful to use short explanatory words in your titles (ext., contr., etc). Below you can see some examples.

Examples on how to name your "Financial" group			
First Letter Capital	Abbreviation	Explanatory	Geographical
Financial Dept.	FIN.	Financial (Int.)	London: FI
Financial	FI	Contractor: FI	FI (London branch)

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Make the optimum use of your resources

Assignments: You may assign one user to more than one group and each group can have one or more leaders assigned to it. This gives you a lot of **flexibility** to create parallel trees, create project-dedicated task forces and split leader responsibilities within a group.

In general, having more than one leader is not advised as this might lead to controversial decisions on task delegation. Nevertheless, this capability might be useful in case of international projects, multiple shifts per day and in abnormal situations like someone's absence, replacement etc.

Examples of User Role-Assignments to Groups			
	Group 1	Group 2	Group 3
User X	Leader	Leader	Participant
User Y	Leader	Participant	<i>(not assigned)</i>

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Take division of work and specialization to a whole new level

- a. **Task Assignments:** It is quite often - not only in large organizations, but even in small ones - that the "roles and specializations" in a department is a **black box** for the employees outside that department. In these cases, assigning a task to a specific person in that department is most of the times wrong (either you assign it to the most popular person or to the most visible or to the most friendly that will not complain!). Most of the times, it should not be you to decide how that department will handle and prioritize its work. It should be its leader's to delegate it according to specialization, availability, workload, priority, time constraints etc. For this reason, apart from selecting a user to assign your task, Comidor allows you to select a group from the Organizational Chart so that the leader of that department will be informed accordingly (and perhaps intervene for the proper delegation).
- b. **Mass Notifications:** Instead of using an email with many recipients, you may use Comidor Notification System (CNS). The CNS is a much more efficient way of communication, since it is directly connected with the Organizational Chart and allows you to send mass notifications both internally and externally.
 - Internally, by including/excluding a list of Comidor users/groups.
 - Externally, by adding a list of recipient emails.

Comidor_Tawk_June_2014.xlsx - Excel Sheet .xls

Notification message:
 Hi all,
 please update yourself with this Document.
 Thank you,

Select users to notify: private

Notify:

Groups: Administration and Finance, Sales and Marketing

Users: Victoria Boyko

Don't notify:

Groups:

Users: Tomasz Pieta

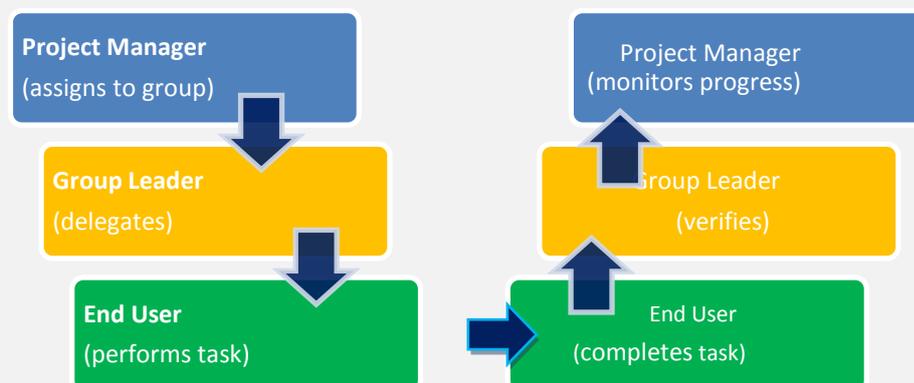
Select Email Recipients:

*From: info@comidor.com

*To: contractor@company.com, external@company2.com

Send Cancel

- c. **Repeated Notifications:** In case you have a “specific, mixed” list of users from different groups that you regularly send mass notifications, you can save time by creating a Virtual Group and assigning the users you want in it. Then, anytime you want to massively inform them, you simply send a notification to the Virtual Group and you are done!
- d. **Project Groups:** Comidor Project Management “Echo Model” runs on 3 user levels:



As you can see, the Echo Model is bonded with the Organization Chart. The project manager assigns the task to a group and the group leader is then responsible to delegate the task to someone in his group. Clearly, you can use the Organizational Chart to create **project-related taskforces**. Not only you can create a Virtual Group named “Project A”, but you can

also create a group of guests (where you assign the external contractors, suppliers, partners etc.) and even more, you can create a separate, parallel chart especially for your project.

- e. **Workflow Design:** Each step in a Comidor workflow is assigned to a user or a group (its leader is then responsible for the progress of that step). Generally, it is advised to keep **clear roles** in the workflow process with one step per group, nevertheless Comidor allows you to assign a specific user for a step.

Typical workflow examples would be the “request for day-off” (user → group leader → HR dept) and the “ticketing process” (user → support group → technical group). But keep in mind that the true benefit of the workflow is not to cover the “classic” processes, but the **most frequent business operations** so as to make one company run faster and more efficiently. Use the chart to mirror the flow of responsibility across department with a crystal-clear diagram.

