

*Africa Society for Blood Transfusion*

## **GUIDELINES ON DEVELOPING ORGANOGRAMS**

### **1. Principle**

These guidelines are provided to assist blood facilities in developing appropriate organograms. There is no prescribed format for organograms and the organograms for each organisation will be unique. Various templates are available in MS Word or other packages which can be customised. Reference templates, attached to these guidelines, are provided for example purposes only.

### **2. General Structure of Organogram**

- It is advisable to have one organogram for the overall management structure, or main centre, plus individual organograms for other departments, depending on size and structure of the organisation.
- Organograms should clearly show reporting structure and inter-relationships.
- Direct reporting relationships should be indicated by a solid line and indirect reporting/interaction by a dotted line. Avoid the use of arrows.
- If a job grading system is used, grades can be shown on the organogram, but bear in mind that this may be contentious.

### **3. Contents of Organogram**

- Include organisation name and/ or logo on organogram.
- Allocate an individual in-house number to each organogram for control purposes.
- Indicate title of organogram or relevant department.
- State effective date and/ or version number. Number pages if more than one page.
- Include job titles for all posts ensuring these correspond with Job Descriptions, other documents.
- Staff names may also be included but must be kept up to date. Including names is recommended for the overall management organogram (this helps assessors to easily identify key managers).
- Include Board of Directors and/ or government organisations on overall management organogram, or explain relationship in another document.
- Organogram to contain signature of relevant department manager and most senior executive.
- Advisable to Include a brief statement on organogram about deputies for senior posts in times of absence and/ or provide details in the Job Descriptions.
- If a post exists but is not filled for some reason, indicate this on organogram (e.g. state 'position vacant') or in another document.
- Where there are multiple people in the same position, indicate number e.g. medical technologists.

### **4. Explanatory Notes**

- Facilities may choose to attach explanatory notes to the organogram. Information covered in the notes could include:
  - Reason for a particular post not being filled at the time and plans on how to address this.
  - Staff member may be in the process of obtaining the required qualifications for a post.
  - Person not meeting all the specified requirements of post due to difficulties in recruitment.
  - Absence of person on maternity/ extended leave with no temporary replacement but sharing of work amongst colleagues.
  - Reason for any temporary or contract positions not reflected on organogram
  - Explanation for any other anomaly.

## 5. Control of Organograms

- The Quality Department or Human Resources Department should maintain the original signed version of all current organograms.
- A copy of the overall management organogram should be distributed to each manager/department.
- A copy of each department organogram should be distributed to that particular department.
- Organograms can be distributed either manually or electronically.
- All personnel need to be aware of organogram relevant to their department.
- Each staff member needs to sign that they have seen and understood the organogram for their department, this record should be maintained in the department.
- Organograms must be updated when personnel or structural changes occur.
- There should be a system for reviewing organograms annually to check whether it is up-to-date or if changes are required.
- When an updated organogram is issued, all previous copies need to be retrieved by the Quality Department and destroyed with one copy being archived.

## 6. Main Reasons for Organogram Non-conformances *(based on experience)*

- Try to avoid the following non-conformances by using these guidelines as a checklist to ensure all is in order:
  - Organogram not signed or dated
  - Job titles not corresponding with those in Job Descriptions
  - Not all posts included on organograms
  - Organogram out of date
  - Unexplained anomalies on organogram
  - Previous copies not removed and multiple versions present in department.