



# Generic Operations Manual Overview Content

March 2013

## **A note about this generic operations manual from the ICSF**

This document is intended as a guide to the most common content that your franchise operations manual should contain. Each franchised programme is different and there will be additional sections needed. Expert advice is recommended to ensure that errors are not made in the manual that may affect the sustainability of the franchise network.

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- b. Note in the manual that the ICSF resources were of assistance in producing it so that more may find out about and take advantage of ICSF resources

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