STANDARD OPERATING PROCDURES (SOP)













Bringing the Dream Back to Small Business Worldwide!



The Revisited

Why Most Small Businesses Don't Work and What to Do About It

MICHAEL E. GERBER The World's #1 Small Business Guru





THE SYSTEM IS THE SOLUTION Ray Kroc

B

OPENING A NEW STORE EVERY 17 HOURS

8,000,000 EMPLOYES LEFT IN 2014



Making your business *dreams* into business *realities*.

COMPLEX NO. 1



REMEMBER







TIME TO WORK ON THE BUSINESS



Making your business *dreams* into business *realities*.

PROCESS



Standard Operating Procedure

A DOCUMENT THAT DESCRIBES THE OPERATIONS OF A TASK IN ORDER TO ENSURE IT'S QUALITY A SET OF INSTRUCTIONS, PROCEDURES & STEPS WHICH IS WRITTEN SO THAT OTHER INDIVIDUALS CAN FOLLOW

MAXIMIZES OPERATIONAL AND PRODUCTION REQUIREMENTS THE PURPOSE IS TO CARRY OUT THE OPERATIONS CORRECTLY AND ALWAYS IN THE SAME MANNER





2 TYPES



TECHNICAL

FOCUSES ON THE PRODUCTION NEEDS

ADMINISTRATIVE

FOCUSES ON THE ADMINISTRATIVE PROCESSES

COACHING









FORMAT OF AN SOP

The company should set it's requirements of the format & length of SOPs, it needs to meet YOUR needs.

It can be a simple paragraph, a summary of the steps, it can contain illustrations, photos and flow charts.

It must adequately describe the task in a way that the person who is not familiar with the task can perform and complete the task.





WHO WRITES THE SOP?

SOPs should always be written by a person, or a team, who can do the task. They must also understand and be able to think like the person who will read the SOP.

The SOP should function as the GO-TO for the reader.





EFFECTIVE SOP WRITING

Use short sentences. Long sentences are harder for the reader to understand and usually include more than one step. Short sentences are easier to understand!





EFFECTIVE SOP WRITING

Write with an imperative voice, never a passive voice. The use of an imperative in the form of a command are much easier to understand and take out the misunderstandings that often occur.





PASSIVE / IMPERATIVE

All service truck should be washed weekly.

Wash service trucks weekly.





CONCISE MOST EFFECTIVE

Write in as few words as possible. Use short direct sentences so the reader can quickly understand and memorize the steps. This will be helpful when further review and modification needed.





STATE THE REASON & PURPOSE

You will have a superior following and understanding by your people if they understand the reason for an SOP

Never erect a ladder within 10 feet of a power line, the ladder could slide, touch the line and you would DIE!





STEP 1 INDENTIFY THE NEED & GOAL



The task must be identified. The goal of the SOP must be clearly defined and what you desire to achieve by the implementation of the SOP.





STEP 2 CREATE THE DRAFT



The draft can only be properly created by a person who is expert in the task. An SOP written by a person unfamiliar with the task is an invitation to failure of the SOP! The expert may only be able to provide a rough draft.





STEP 3 WRITE THE DOCUMENT



The document must be written in a manner that gives explicit instructions and leaves nothing where it can be mis-understood or mis-construed. The writer must think like the reader when writing the document. Bullet points work much better than paragraphs. Photos, illustrations & graphs can assist greatly.





STEP 4 REVIEW PROCESS



The review process includes review by persons familiar with the task (will it work) review by persons unfamiliar with the tack (is it understandable) and review by management (does it meet your approval). A time frame should be given for this approval.





STEP 5 IMPLEMENTATION



Proper implementation is of utmost importance. The manager should be aware that retraining in a procedure that has been changed will be more difficult than training someone new who has never done the task.





STEP 6 TRACK & MEASURE



The purpose of the SOP could be more profits, less downtime, less call backs, higher sales, more customers etc. Tracking is required in order to ascertain is the system working as designed.





STEP 7 MODIFY & UPDATE



The world changes, your services & products change and the way you do business will change. SOPs are not written in stone, they will require periodic update. Those who try to do business as they did 20 years ago will likely fail, so will an unmaintained SOP fail!







IT'S YOUR MESS, YOU GOTTA CLEAN IT UP





IMAGINE THE THRILL! WHEN SOMEONE ASKS A QUESTION AND YOUR ANSWER IS "WHAT DOES OUR SOP SAY"?





FORMAT & TEMPLATES

WORDPUBLISHERPOWER POINTEXCELTEMPLATE SOFTWARE

THE SYSTEM FOR WRITING SHOULD BE STANDARDIZED





RECIPE FOR THE SUCCESSFUL SOP INCLUDES

Title Purpose Process Goal Date Of Implementation / Modification Numbered (System)





ACCESSABLE

WORKING COPY / always accessible to the person doing the task. MASTER COPY





DIGITAL ACCESS & STORAGE

With the digital and on-line storage for documents available today (google drive, drop box, etc.) this opens up a new world for the process of SOP storage and access. However the use of this will depends on the staff members comfort level with electronic storage and if they will use it effectively.





BEGIN BY PRIORITIZING

Important and Urgent	Important but Not Urgent
Not Important but Urgent	Not Important and Not
*CVC	Making your business <i>dreams</i>





SET YOUR GOALS ONE A WEEK TWO A WEEK EIGHT A MONTH

SUCCESS





REMEMBER





