

***Purpose of SOP***

A Standard Operating Procedure (SOP) is a set of step by step written instructions that have been compiled by an organization to help employees carry out complex routine operations. The benefit of using SOP`s in the workplaces allows there to be minimum amount of variation and promotion quality through implementation of a process or a procedure within the organization., even while there are temporary or permanent personal changes. SOPs can indicated compliance with organizational and governmental requirements and can be used a part of a personnel training program, since detailed work should be provided. SOPs minimize opportunities for miscommunication and can address safety concerns.

*Examples of SOP`s*

**Human Resources (HR)**

* Payroll
* Employee Benefits
* Maximizing Productivity
* Hiring Process
* Working Hours, PTO and Vacation

**Health and Safety**

* Lifting Techniques
* Emergency Evacuations

**Accounting**

* Receipt of Bills
* Staff Advances or Loans
* Cash Payments
* Employee Insurance

**Marketing**

* Sale Performance
* Customer Service
* Inventory Management
* Market Research

**IT**

* IT Support
* HIPPA Tech
* Software
  + Purpose of software, how to install, licensing etc
* Recycling
  + How to delete data
* Telephones
  + Phone numbers, telephone service providers

**Uniforms**

**Smoking policy**

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| **STANDARD OPERATING PROCEDURE** | **Insert Department** |
|  | **SOP No: Insert number** |
| **SOP Title: Insert title** |

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| SOP Number | **Insert Number** | | | |
| SOP Title | **Insert Title** | | | |
|  | NAME | TITLE | SIGNATURE | DATE |
| Author |  |  |  |  |
| Reviewer |  |  |  |  |
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# purpose

A brief description of the purpose of the SOP, it should describe why the SOP is required (e.g. compliance with GCP and other internal procedures and guidelines).

Any regulations or procedures referred to in “Purpose” section should be identified. The source should be given in the reference section rather than direct quotes.

# introduction

A general introduction, with a statement of rationale.

# Scope

A statement that outlines the areas and context covered by the SOP.

If there are any areas in which this SOP specifically does NOT apply, these should also be mentioned.

# Definitions

When appropriate, a list of definitions should be included for terms used in the SOP. Acronyms and abbreviations should be explained at the point of use within the SOP and not listed in this section.

# responsibilities

A summary of the roles listed in the procedure and the responsibilities of each role holder for the procedures detailed in the SOP.

The details of the responsibilities should be a brief list of the key tasks performed. This section should not be a complete summary of the SOP.

# SPECIFIC PROCEDURE

This section is the main text of the SOP. It details the procedure for the task to be performed.

There should be sufficient detail, clearly expressed, to enable a trained person to perform the procedure without supervision.

There should also be sufficient detail to enable a trained person to use the document to train others to perform the task.

The use of flow diagrams may be useful, especially in complex procedures.

# forms/Templates to be used

Where Forms/Templates are referenced in the text, the numbers and titles are listed under this section.

# internal and external references

This section is used to list all controlled internal references (e.g. SOPs) and external references referred to within the text of the SOP only.

## Internal References

Insert relevant references as required, sufficient for the user to find the source document.

## External References

Insert relevant references as required, sufficient for the user to find the source document. Web references should be included were possible.

# Change History

Where the SOP is the initial version:

* SOP No: Record the SOP and version number
* Effective Date: Record effective date of the SOP or “see page 1”
* Significant Changes: State, “Initial version” or “new SOP”
* Previous SOP no.: State “NA”.

Where replacing a previous SOP:

* SOP No: Record the SOP and new version number
* Effective Date: Record effective date of the SOP or “see page 1”
* Significant Changes: Record the main changes from previous SOP
* Previous SOP no.: Record SOP and previous version number

| SOP no. | Effective Date | Significant Changes | Previous SOP no. |
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**Documentation Organization**

Document Organization is important when using creating your Standard Operating Procedures (SOPs). A recommendation would be to put all the files needed for the SOPs in an online file storage (i.e. Google Drive or Dropbox) so that all employee or staff has access to these files.

***Google Drive Upload File Instructions***

1. On your computer, got to drive.google.com
2. At the top left, click **New** > **File Upload**
3. Choose the file you want to upload.

***Dropbox Upload File Instructions***

1. **Download the Dropbox app** on all computers, phones, and tablets you want to sync with.
2. Sign in to the same Dropbox account on each computer, phone, and tablet.
3. Click “**Open my Dropbox Folder**.”
4. Drag a file or folder from any location on your computer to the Dropbox folder.
5. As long as a file is in your Dropbox folder, it syncs to all your connected computers, phones, and tablets.

***How to add a file into your SOP on Microsoft word.***

1. Open Microsoft Word
2. Click where you want to insert the document and have linked
3. On the **Insert** tab, in **Text** group, click the arrow next to **Object,** and then click **Text from File.**
4. In the **Insert File** dialog box, locate the file you want, and then double-click it.
5. To add in additional Word documents, repeat the above steps as needed.