



Standard Operating Procedure (SOP)

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ILOS

1. Define standard operating procedure.
2. List the importance of standard operating procedure.
3. Discuss types of standard operating procedure.
4. List example of standard operating procedure.

Introduction

- The development and use SOPs are an integral part of successful quality system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of product or end result.

Definition

- A Standard Operating procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organization.

Importance

1. To provide people with all the safety, health, environmental and operational information.
2. To ensure that processes continue uninterrupted and completed on a prescribed schedule.
3. maintain quality control of processes and products.
4. To ensure that no failures occur in any processes.
5. To serve as an historical record of the whole process which is done and have a basis of that when the process is changed.

Types of SOP

Productions and Operations

These include instructions on inspecting procedures, production line steps, and maintenance of types of equipment.

Finance and Administration

These contain guidelines on the collection and billing process and maximizing cash flow while meeting all payment deadlines.

Customer service, Sales and Marketing:

These include instructions on customer complaints resolutions, policies on the exchange, refunds or warranties, response time and service deliveries, and sales quote preparations and external communication approval.

Staff Employment

This type of SOP consists of disciplinary actions against employees for breaking the rules, performance reviews, the orientation of employees, training, job description, and social media use for business purposes.

Legal Standard Operating Procedures

Privacy policies are required to indicate the information you will collect, reasons for collecting it, how you will use it, and the period you will keep the information on that file. Ensure the people in the organization are only asking for information that they need to do their job.

Examples

1. Enforced SOP Structure Template (for enforcing a rigid, linear SOP where task order is important)
2. Collaborative SOP Structure Template (using role and task assignment to make collaboration on your SOPs simple)
3. Variable SOP Structure Template (a combination of static and dynamic process for improved flexibility)
4. Conditional SOP Structure Template (using conditional logic to accommodate process flexibility)
5. Master SOP Structure Template (an example of what a superpowered SOP might look like)
6. Basic SOP Structure Template (a no-frills SOP structure template to get you up and running ASAP)
7. BONUS: ISO 9001 Structure Template (a ready-for-action quality management system SOP structure template)

Summary

- In this presentation we presented to you the Definition of standard operating procedure.
- The importance of SOPs like providing people with all the safety, health, environmental and operational information.
- Types of SOPs and operations, finance and administration, staff employment, legal standard operating procedures.

References

- [Enforced SOP Structure Template | Process Street](#)
- Rules and Guidance for Pharmaceutical Manufacturers and Distributors 2007
- [Sample Statements of Purpose \(SOPs\) : \(essaysmith.com\)](#)
- [Standard Operating Procedure \(SOP\) Templates for Word \(wordlayouts.com\)](#)



Thank you for attention