

**How to prepare your**  
**STANDARD OPERATING PROCEDURE (SOP)**  
**for Business Organization Excellence**  
[2 Days Workshop]

## **SOP COURSE OUTLINE**

### **MODULE 1: Introduction to SOP (Standard Operating Procedure)**

- Introduction: What is SOP?
- Overview of SOP (definition, terminology, purpose)
- Benefits of SOP

### **MODULE 2: Creating your Business Organization Excellence Model**

- Introduction to Business Model Canvas
- Match your Business Organization to Business Model Canvas
- Review your Business Model for Organization Excellence
- Exercise

### **MODULE 3: Case Study of SOP Implementation Steps**

- Example 1- Food Service Industry (Restaurant Business Franchise)
- Example 2- Product/Service Delivery (Real Estate Development)
- Select the relevant SOP Implementation Steps for your Business
- Exercise

### **MODULE 4: Reviewing your Company Organization Structure**

- Defining your Company Business Functions & Services
- Review your company organization structure, divisions and departments
- Determining the Divisions and Departments' scope of work
- Defining your Company Core Activities for SOP implementation
- Creating the SOP Implementation Unit to coordinate the various Functional Divisions and Departments
- Create SOP Matrix Organization Chart
- Exercise

### **MODULE 5: Creating the SOP Contents (covering scope, procedures, templates)**

- Mapping the company's Core Activities and Business Processes to determine the required SOPs
- How to write the SOP [covering header, footer, title, purpose, scope, responsibilities, procedures, references, records]
- How to write the SOP Supporting Templates [covering flow charts, forms, checklists]
- Writing styles and fonts
- Review sample SOP Procedures and Templates

## **MODULE 6: Preparing and writing the SOPs**

- Creating the SOP Master Contents INDEX
- Identifying SOPs for implementation based on need priority
- Identifying the SOP Process Owners and Users (roles of SOP champion/ person-in-charge/co-ordinator, task force/ team/ writer)
- Writing the SOP and Templates
- Exercise

## **MODULE 7: SOP Implementation Process Mapping**

- Review and Summarise Module 1 to 6
- Create a Master SOP Implementation Process Map
- Exercise