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SOP (Standard Operating Procedure)

A standard operating procedure is a set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations. An SOP is a procedure specific to your operation that describes the activities necessary to complete tasks in accordance with industry regulations, provincial laws or even just your own standards for running your business. Any document that is a "how to" falls into the category of procedures.

Purpose of SOPS:

The purpose of a SOP is to provide detailed instructions on how to carry out a task so that any team member can carry out the task correctly every time. The purpose or objective of a SOP should restate and expand a well-written title. SOPs help you to evaluate more than what you're doing now but also help you decide how to move forward. Imagine if your organization is looking to implement new document management software.

To determine what software to purchase, you need to know how your employees will use the software and how it will affect your business processes. If you have complete and thorough SOPs, you can use them to evaluate the new software's strengths and weaknesses. By fully understanding your current processes, you will make the best choice for your organizations.

An SOP is a useful business tool as it communicates the correct way of carrying out an activity within your organization.

Standard Operating Procedures at a minimum give you the following :

1. Consistency – The number one reason for procedures is consistency in the way an individual carries out a particular task or activity. The more consistent a process is from person to person, the less chance there will be quality problems.
2. Reduction of errors – A written procedure details a set of instructions for performing a task. As long as each individual within your team performs the task as it is written, there's a greater chance of reducing errors.
3. Communication – Another great reason you need SOPs in your organization is for the benefit of communication. With improvements made to processes, the operating procedures are updated, and each update requires new training. Updating SOPs provides a method to communicate the process changes to employees.

SOPs For My Newly Established Company in Pandemic COVID-19:

1. The company will be open only for 04 days a week and Friday,Saturday, Sunday will be off.

2. Company timings will be 9 am to 4 pm.

3. Production unit employees will attend the factory while rest are allowed to work from home.

4. It is mandatory that all employees will wear masks.

5. Employees at the company must maintain a space of 2-3 meters.

6. If any employee feels cold, cough or fever must report to the concerned immediately.

7. In case of coughing, always cover up the mouth with tissue paper or arm.

8. In case of sneezing, para 6 must be acted upon.

9. All employees are advised to frequently use sanitizer or wash hands with soap for 25 seconds.

10. All employees are required to use gloves wherever and whenever needed during the work.

11. Marketing Executives are required to have online interaction with their customers.

12. Each Regional Manager is advised to conduct monthly meetings online via Zoom on 5th of every month.

13. The HR department is requested to conduct the recruitment process online.

14. Training of newly inducted employees must be online.

15. The Dispatch section is advised to use always gloves or sanitizer when dealing with customers.

16. No Biometric attendance is required till further order.

17. No outstation travel is allowed during COVID-19.

18. Sitting in Cafeteria is not allowed.

19. Employees' gatherings are strictly banned.

20. All uniformed officers must be in neat and clean uniforms with mask N 95 and gloves during duty timings.

21. For work from home employees, it is necessary that they stay in touch with their concerned Supervisors during office timings for any guidance or suggestions.

22. All employees are requested to take care of their health and stay fit.

23. Drink a lot of water during the day and consume seasonal fruits and vegetables.

24. It is necessary to use sanitizer before and after using any machine or device during work.

25. It is the responsibility of all departmental heads/RSMs to create more awareness about precautionary measures against COVID-19.

26. All Heads/RSMs/Employees are expected to ensure strict compliance of the above SOPs in large interest of the employees and company.

Tips
• establish prior to opening; review at least annually
• develop procedures in the language, style and format best for the establishment (your industry/operations knowledge is crucial here)
• write SOPs in clear, concise language so that processes and activities occur as they are suppose to

• the level of detail in SOPs should provide adequate information to keep performance consistent while keeping the procedures from becoming impractical
• keep written SOPs on-site so that they can be used by supervisors and employees
• drafts should be made and tested before an SOP is released for implementation
• the more decision makers, employees and complexity in the business, the more sops are required