Standard operating procedures (SOPs) provide you and your organisation an ability to define and agree a consistent process for completing common tasks and procedures. It provides a shared view which is critical in setting expectations for your employees and ensure consistency of service delivery.

Standard operating procedure template



The following table outlines a template for the development of a SOP. The template includes several questions for your consideration in developing it to ensure it is being designed to drive the correct behaviours and outcomes.

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### Standard Operating Procedure

| Name |  |
| --- | --- |
| Revision Number |  |
| Owner |  |
| Implementation date |  |
| Last review date |  |
| Approver |  |

### Overview

| **Goal** | *Why is this SOP being developed? What is the desired outcome of this SOP?*  |
| --- | --- |
| **Procedure** | *Step-by-step description of how to reach the SOP goal. This can be accompanied by a SOP flow chart to assist the user in understanding what the steps are, who is involved and where decision points are.* *logo of a flow charte.g.*  |
| **Responsibilities** | *Who is responsible in this process? Who is driving it to reach the desired outcome?*  |
| **Key behaviours** | *What behaviours need to be exhibited? (provide practical examples)* |
| **Innovate** | *Is there any opportunity for the user to implement an innovative approach in this procedure?*  |
| **Tools and Supports** | *What tools and supports does the user need to meet the SOP goal? E.g. training, coaching, supervisor approval, leaflets.*  |