



STANDARD OPERATING PROCEDURE TEMPLATE

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.



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.

STANDARD OPERATING PROCEDURE

Name	
Revision Number	
Owner	
Implementation date	
Last review date	
Approver	

OVERVIEW

Goal	<p><i>Why is this SOP being developed?</i> <i>What is the desired outcome of this SOP?</i></p>
Procedure	<p><i>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.</i></p> <p><i>e.g.</i></p> <pre> graph TD subgraph Care_planner [Care planner] A[] --> B[] end B --> C[] subgraph Support_worker [Support worker] C --> D{ } end D --> E[] subgraph Client [Client] E end </pre>
Responsibilities	<p><i>Who is responsible in this process?</i> <i>Who is driving it to reach the desired outcome?</i></p>
Key behaviours	<p><i>What behaviours need to be exhibited? (provide practical examples)</i></p>
Innovate	<p><i>Is there any opportunity for the user to implement an innovative approach in this procedure?</i></p>
Tools and Supports	<p><i>What tools and supports does the user need to meet the SOP goal? E.g. training, coaching, supervisor approval, leaflets.</i></p>