

## Components

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**Standard Operating Procedures (SOPs)** provide a detailed description of commonly used procedures. An effective SOP includes:

- detailed steps necessary to perform a specific task.
- potential questions that may arise while performing a task.
- linear flowcharts.
- annotated pictures or screen shots.

## This is important because:

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- SOPs reduce system variation, the enemy of production efficiency and quality control.
- An SOP can be an excellent reference document on how a task is done for employees filling in on jobs they do not perform on a regular basis.
- In today's business environment, the time and energy investment in developing and implementing effective SOPs makes good bottom-line economic sense.

## Discovery

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| <ul style="list-style-type: none"> <li>• Do you have a workforce that frequently floats from one operation area to another?</li> <li>• Where do your employees go to be reminded of how to perform a certain task?</li> <li>• What type of reference materials do you provide your employees?</li> <li>• How often does it seem that the time required to make a minor adjustment is far more than your expectations or the manufacturer's specifications?</li> </ul> | <ul style="list-style-type: none"> <li>• How do you ensure consistency in operational tasks in your department?</li> <li>• What happens if a task or procedure is performed incorrectly or not at all?</li> <li>• Who is responsible for creating and organizing operating procedures?</li> <li>• How are new operating procedures created, documented, approved, and stored?</li> </ul> |
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**Complementary Services Offered**

*Course Development*

*Instructional Design Program*



## Tasks

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- Determine SOP objectives based on business goals. (E<sup>2</sup>M/Polytron & Client)
- Coordinate with vendor and client to obtain equipment, process, or system documentation. (E<sup>2</sup>M/Polytron)
- Develop learning objectives. (E<sup>2</sup>M/Polytron)
- Research and develop content. (E<sup>2</sup>M/Polytron)
- Develop screen shots and reference images. (E<sup>2</sup>M/Polytron)
- Provide follow-up support. (E<sup>2</sup>M/Polytron)

## Benefits

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- People thrive on consistency and perform better when things are done correctly, on time, the same way, every time.
- SOPs enforce employee safety and may provide some legal protection if injury occurs.
- Well-written SOPs facilitate cross training.
- SOPs can help in conducting performance evaluations, as they provide a common understanding of required tasks and shared expectations.
- SOPs provide documented practices, which can encourage regular work activity evaluation.

## Common Questions

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### **Why do we need to have an SOP if we are having formal training?**

SOPs are reference tools that can be used more effectively in daily operations than a training manual. This is because they provide learning opportunities without the added detail and development that a complete training program requires.

### **We are experts in what we do, so what value is there in having E<sup>2</sup>M/Polytron create our SOPs?**

E<sup>2</sup>M/Polytron has a dedicated training staff that can efficiently develop your SOPs due to many years of experience in packaging, distribution, manufacturing and processing. Most of our SOP clients have discovered that because we are not employees, we are an objective party which enables us to create effective and concise SOPs with pertinent to operator job responsibilities.

### **What's so special about your SOPs compared to the ones we would create?**

We understand that it is difficult to find the time to organize operating procedure references, and that you probably have more pressing issues to address. Our services can help you make sure employees know the right way to perform tasks, without large time commitments on your part. Plus, our training experts make certain the SOP is structured in the best way for learning.