



## WRITING EFFECTIVE STANDARD OPERATING PROCEDURES: Online Course

### ABOUT THE COURSE

This course will help you **gain control** of your organisation through **effective operating procedures**. You will learn to write and implement business-friendly Standard Operating Procedures (SOPs) that support policies and ensure business processes are auditable in the most efficient way.

All business processes should have **Standard Operating Procedures (SOPs)** for each activity to make sure managers can control and staff can perform their work reliably and efficiently. This will enable organisations to ensure **policies are adhered to, business rules enforced, operational risk is reduced** and **regulatory compliance** is part of everyday business.

**Standard Operating Procedures** are documents containing accurate and detailed instructions to perform a business activity. They have a force of a directive, covering the tasks of a process that require standardising and controlling without loss of effectiveness.

In this course you will learn to write and implement business-friendly SOPs that support policies and ensure business processes are auditable and performed in the most efficient way.

### WHO SHOULD PARTICIPATE?

Procedure Writers, Compliance Officers, Business Process Analysts, Business Analysts, Human Resource Specialists, Business Managers, Information Technology Professionals, Process Owners, Quality Specialists. All those responsible for business efficiency and effectiveness.

#### You may register for this course at any time

Registration gives you access to the course material for three months.

**FEES:** ZAR 4,715.00 per delegate including VAT

**REGISTRATION:** Return registration form to Cathy at [cathym@viewpoint.co.za](mailto:cathym@viewpoint.co.za) or register online at [www.viewpoint.co.za](http://www.viewpoint.co.za)

#### ENQUIRIES:

Tel: +27 87 135 2507 or +27 83 226 1588

### COURSE CONTENT

- The Business Governance Framework
- Business Processes, Policies and Procedures
- The Purpose of SOPs
- The SOP Development Process
- The Elements of a fully-dressed SOP
- How to write Effective SOPs
- Checking SOP Quality
- Linking to Business Policies and Business Rules
- Standardising Business Processes using SOPs
- Gaining Compliance through SOPs
- Using SOPs for Staff Training
- Communicating and Implementing SOPs

**Practical examples are given throughout the course.**

## REGISTRATION FORM

### WRITING EFFECTIVE STANDARD OPERATING PROCEDURES: Online Course

To register please complete this form and return to [cathym@viewpoint.co.za](mailto:cathym@viewpoint.co.za)

We wish to register the following delegates:

#### DELEGATE 1:

Course date: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Cell No: \_\_\_\_\_ Email: \_\_\_\_\_

Position in Company: \_\_\_\_\_

#### DELEGATE 2:

Course date: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Cell No: \_\_\_\_\_ Email: \_\_\_\_\_

Position in Company: \_\_\_\_\_

#### COMPANY

Name of Company: \_\_\_\_\_

Company VAT Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Email: \_\_\_\_\_ Cell: \_\_\_\_\_