



WRITING EFFECTIVE STANDARD OPERATING PROCEDURES (SOPs)

Two-Day Course

ABOUT THE COURSE

This course helps organizations increase management control and employee effectiveness through well-documented operating procedures. Delegates will learn to write and implement business-friendly Standard Operating Procedures (SOPs) that are unambiguous, easy to follow and useful.

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

WHAT ARE SOPs?

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

DATES: 16-17 July 2025

VENUE: Viewpoint Virtual Studio

TIMES: 09:00-15:00 SAST

DELIVERY: Instructor-led virtual via Zoom

FEES: ZAR 9,702.00 per delegate including VAT

REGISTRATION: Return registration form to cathym@viewpoint.co.za or register online at www.viewpoint.co.za

ENQUIRIES:

Tel: 087 135 2507 or 083 226 1588

WHO SHOULD ATTEND?

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.

COURSE CONTENT

- The Business Governance Framework
- Business policies, business processes, procedures, business rules and guidelines
- What are Standard Operating Procedures (SOPs)?
- Why are SOPs needed?
- Who should develop SOPs and who should use them?
- The SOP Development Process
- Determining the scope of SOPs
- How to gather information to develop SOPs
- Analysing the requirements for developing the SOP
- Writing action steps using keywords and a standard rule set
- Writing alternative and conditional action steps
- Essential SOP elements
- A useful template for fully detailed SOP
- Using a SOP development tool
- Checking SOP quality
- Conducting SOP validation
- Aligning SOPs with business processes modelled using BPMN 2.0.
- Communicating and Implementing SOPs
- Building SOPs into the management control system
- Using SOPs for employee onboarding and training
- Gaining compliance through SOPs

Practical hands-on exercises and case studies are given throughout the course.

The course includes a work-based, post-course assessment.

REGISTRATION FORM

WRITING EFFECTIVE STANDARD OPERATING PROCEDURES (SOPs) Two-Day Course

To register please complete this form and return it to cathym@viewpoint.co.za

We wish to register the following delegates:

DELEGATE 1:

Course dates: _____

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: _____

Invoicing Address: _____

Contact Person: _____ Tel: _____

Cell No: _____ Email: _____