2021

MODULE 3

PROGRAMMING & SITE OPERATIONS

STANDARD OPERATING PROCEDURES (SOP)

CALA CONSTRUCTION
ACADEMY OF EXCELLENCE

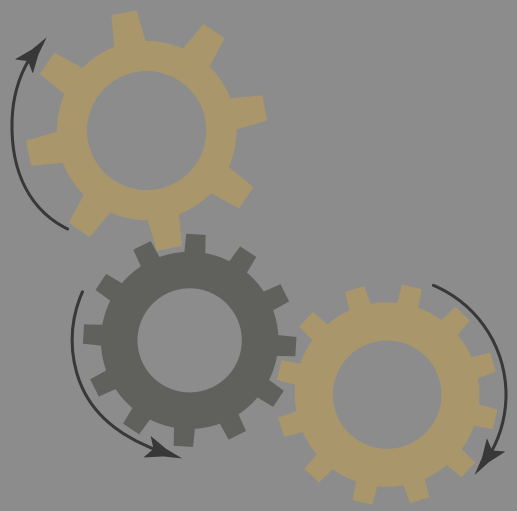
keystone

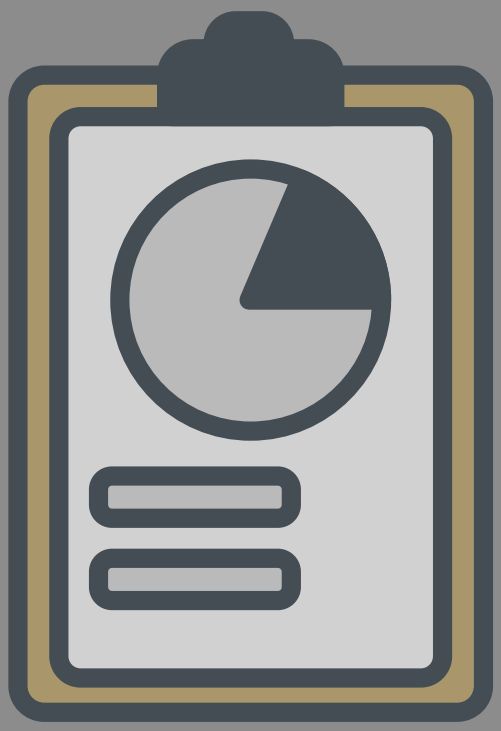
WHAT IS A STANDARD OPERATING PROCEDURE (SOP)?

A Standard Operating Procedure (SOP), also known as a Work Method, is a set of step-by-step instructions compiled by an organisation to help workers carry out routine operations. They aim to achieve efficiency, quality output and uniformity of performance, meanwhile reducing the potential for miscommunication and failure to comply with industry standards and regulations.

HOW TO WRITE A STANDARD OPERATING PROCEDURE

1. Begin with the end in mind - What does the process end with?
2. Choose a format - What format will best show it? (e.g., flowchart, list, Gantt, report)
3. Ask for input - Use your experts to inform the process
4. Define the scope - What tasks are needed?
5. Identify your audience - Who is affected? Who is involved?
6. Write the SOP - Create document
7. Review, test, edit, repeat - Make sure your SOP works





SERVICE QUALITY SCALE

INSTRUCTIONS

Using the below steps, follow the above approach to write a SOP for a common quality-based work method you would use on site.

1. What should this process end with?

2. What format will best show it?

3. Which experts will be needed to inform the process?

4. What tasks are needed?

5. Who is affected? Who is involved?

6. Set out SOP here as task list or insert other format

7. What proof can I gather to show my SOP works?