

# THE EFFECTIVENESS OF STANDARD OPERATING PROCEDURES (SOP)

## CLZK-SOP

Duration: 2 days; Instructor-led | Virtual Instructor-led

### OVERVIEW

Many businesses failed to scale their business operations efficiently despite investing a significant sum in great talent and digital technology. The Power of Standard Operating Procedures is a systematic methodology that focuses on creating efficient and scalable business processes via the implementation of SOPs, which helps businesses to:

- Save cost by maximizing productivity
- Train an internal process improvement team
- Deliver consistent operational performance without reliance on presence of key experienced staff
- Retain knowledge and know-how of the operational tasks within an organization
- Manage expectations and workload for staff who are working remotely/ working-from-home
- Document and map out the existing and to-be process flow prior to pursuing further digital transformation or automation initiatives
- Minimize non-compliance issues during audit period

Efficient business processes are necessary for organization of every size and industry. Innovation does not come from technology, it is a combined outcome of the synergy between people, process and technology. By having proper processes in place, the expected deliverables could be estimated ahead which opens possibilities to automating these processes to save cost.

### OBJECTIVES

Upon completing the workshop, participant will be able to:

- Understand the foundations of SOPs.
- Differentiate between strong and weak SOPs.
- Identify and manage process stakeholders using the Power Matrix.
- Draw process flow charts using a series of tasks, conditions and start-end nodes under a set of realistic assumptions.
- Model the impact of external factors which may impact the actual process delivery limitations by using a probabilistic approach.
- Account for negative factors and scenarios in a process.
- Perform a Root Cause Analysis using the 6M Model.
- Estimate the average time taken from start to end for a single feedback loop process.
- Improve existing SOP using the IDEA framework and the 7 Heuristic Process Redesign Principles.
- Appreciate the importance of process customization.
- Communicate effectively to all stakeholders when changing a process using the Lewin's Three-Stage Organizational Change Model.

- Collect and monitor key metrics as feedback to measure the effectiveness of a process implementation.

### PREREQUISITES

- Identify suitable processes to be improved on in their organization.
- List appropriate assumptions which may affect the results of the process model.
- Create new SOPs or propose practical suggestions to improve existing SOPs.
- Communicate to stakeholders using process flow charts.
- Measure the effectiveness of a SOP.
- Produce efficient SOP documents.
- Lead or manage process improvement projects in their workplace.

### AUDIENCE

- All level of managerial roles, business owner, product owner, process owner, operations, customer support

### COURSE CONTENTS

#### Module 1: Introduction to Business Processes

- The training session will begin with an introduction to business processes and an overview of the Process Assessment Framework. Participants will be briefed on what are business processes and the benefits and importance of business processes. Finally, participants will be taught how to read and understand flow charts as well as the fundamental concepts commonly found in flow charts such as triggers, nodes, functions and paths.

#### Module 2: Process Identification

- In this module, participants will learn how to identify a suitable existing process in their organisation which requires improvement, classify processes into categories in accordance to the APQC Process Classification Framework and rate the health of the process using both the Porter's Value Chain Framework and the Capability Maturity Model Integrated (CMMI) Framework. Finally, participants will learn how to prioritise and build a Process Improvement Roadmap.

#### Module 3: Stakeholder Identification

- In this module, participants will be expected to understand the roles and manage expectations of different stakeholders in different parts of the process.



#### **Module 4: Process Discovery**

- Participants will be introduced to the concept of modelling uncertainties using probability theory and using decision nodes in a feedback loop. The day will conclude with the participants combining the concepts taught into a readable and understandable swim lane diagram.

#### **Module 5: Process Analysis**

- Participants will be taught the application of 6M model and calculate the average duration to complete a process using Cycle Time Analysis.

#### **Module 6: Collecting and Quantifying Customer Feedback**

- Participants will then learn to identify process improvement objectives using the IDEA Framework and come out with tactical approaches using the 7 Heuristic Process Redesign Principles.

#### **Module 7: The Role of Data in Driving Customer Excellence**

- Participants will learn about Lewin's Three-Stage Organizational Change Model and communicate to both management and the teams affected by the process change.

#### **Module 8: Maintaining Customer Relationship Post Purchase**

- Participants will learn to collect feedback on the process change implemented by quantitative data on key metrics and qualitative data from the stakeholders