

EQAsia: National EQA provision pilots (NEQAs)

Module 4: SOP development

15/05/2024



Outline

- Introduction to SOP development
- Defining objectives for SOP creation
- Determining scope and format of the SOP
- Gathering information for SOP creation
- Outlining and writing the SOP
- Implementing and updating the SOP

Introduction to SOP development

- **Expertise requirement**
- **Responsibilities**
- **Clarity and accessibility**
- **Personnel qualifications**
- **Language and style**
- **Use of 'You'**
- **Visual aids**
- **Abbreviations and acronyms**
- **Length and format**

<Abbreviated title of SOP>
SOP-<type>-yymmdd

Last Reviewed: <Day Month Year>
Page X of Y

Defining Objectives for SOP creation

- **Importance of objective setting:**

- **Clarity:**

- Before beginning, establish clear objectives for the SOP.

- **Analogy:**

- Similar to planning a road trip, knowing your destination is crucial before mapping out the route.



- **Understanding scope**

- Considerations: Who will use the SOP? What equipment/materials are required? Any other relevant factors affecting the task/process?

- **Exploring format options**

- Format types: SOPs can take various formats, including:
 - Step-by-step written list
 - Hierarchical list
 - Flowchart
 - Simple checklist

- **Choosing the right format:**

- Select the simplest format suitable for the task.
- Consider complexity and potential outcomes.

- **Importance of information gathering:**

- **Preparation:**

- Before writing the SOP, gather all necessary information.

- **Steps to gather information:**

- Research the task or process
 - Consult subject matter experts
 - Review existing policies and procedures
 - Observe the task or process.

Outlining and Writing the SOP

- **Starting the SOP**

- **Preparation:**

After clarifying goals, involved parties, and format, it's time to outline the SOP document.

- **Exploring document parts:**

We'll discuss the various components of a complete SOP, detailing what information each section should contain.

- **Writing tips:**

Use clear, concise language and formatting. Avoid jargon and complex language. Utilize bullet points or numbered lists for readability. Prefer active voice for clearer instructions.

Outlining and writing the SOP

- **Title page:**

- **Key Information:**

The title page serves as the introductory section of the SOP, providing essential identifying details.

- **Included Information:**

- SOP title
 - Document identification number
 - Date of creation/editing
 - Implementing entity's department/title
 - Names and titles of document creators

Outlining and writing the SOP

- **Table of contents:**

- **Navigational aid:**

A table of contents can be included after the title page to assist users in quickly locating relevant information within the SOP.

- **Consideration of length:**

It may be necessary for longer SOP documents to include a table of contents for ease of navigation.

- **User-focused approach:**

If users can easily find information without a table of contents, it may not be necessary to include one.

Outlining and writing the SOP

- **Preparatory information:**

- **Essential preliminaries:**

Certain information must be provided upfront to ensure effective adherence to the upcoming SOP.

- **Key components:**

- SOP Purpose: Explaining the rationale and standards to be met.
 - Roles and Responsibilities: Identifying involved individuals and their capacities.
 - Resources and Materials: Defining tools, technology, and other necessary items.
 - Safety Precautions: Highlighting cautions, warnings, and hazard-related information.

Outlining and writing the SOP

- **Methodology and procedures :**

- **Central component:**

- This section forms the crux of the SOP, detailing the actual operating procedures to be followed.

- **Writing detailed instructions:**

- Using the chosen format, provide step-by-step instructions for the end-user at every touchpoint.

- **Clarity and specificity:**

- Be detailed and clear, minimizing ambiguity in instructions. Use specific language appropriate for the audience.

- **Incorporating visual aids:**

- Depending on the complexity, include diagrams or illustrations to supplement written instructions.

Outlining and writing the SOP

- **Quality control and assurance :**

- **Importance:**

- Team members need to assess their performance with SOPs regularly and systematically.

- **Included Documentation:**

- Narratives illustrating best practices
 - Rubrics or performance measurement tools
 - Samples of past performance evaluations

- **Purpose:**

- This section ensures adherence to SOPs and identifies areas for improvement.

Outlining and writing the SOP

- **References and Glossary:**

- **Purpose:**

Provide explanations or direct users to additional resources for terms, resources, or documents referenced in the SOP.

- **Components:**

- Explanations for terms or concepts
 - Links to additional resources or documentation
 - Singular focus within the SOP document while allowing for deeper exploration by users.

Outlining and writing the SOP

- **Proofread, test, and revise: the iterative process:**
 - **Iterative improvement:**
 - **Essential Steps:** Proofreading, testing, and revising are crucial for creating an effective SOP.
 - **Team Involvement:** Engage your team in this process to leverage different perspectives and catch overlooked issues.
 - **Action step: implementation and feedback**
 - **Create a test group:** Establish a test group within your team to implement the SOP in a controlled environment.
 - **Gather feedback:** Collect feedback from the test group to identify areas for improvement.
 - **Make revisions:** Incorporate necessary revisions based on feedback.
 - **Repeat:** Continuously iterate the process until the SOP functions seamlessly.

Implementing and updating the SOP

- **Implementing the SOP:**

- Full implementation: Put the new SOP into action, ensuring all team members adhere to it.
- Continuous improvement: Understand that "final" doesn't mean static. SOPs evolve with changing best practices.

- **Fostering a growth mindset**

- Embrace change: Instill a growth mindset in your team, emphasizing that SOPs are not set in stone but evolve over time.
- Team engagement: Encourage team members to actively participate in identifying areas for improvement and sharing experiences.

- **Regular review and update**

- Ongoing evaluation: Regularly assess the SOP's effectiveness and identify areas for refinement.
- Adapting to external factors: Consider legislative changes, technological advancements, and shifts in consumer needs that may necessitate SOP revisions.
- Ensuring accuracy and effectiveness: Review and update the SOP as needed to maintain accuracy and effectiveness in reflecting current practices.



Q&A

