Hello Team,

By now you've probably read the *SOP Works* section of the Strategic plan. SOP is where the rubber hits the road in structure & communication. These small yet powerful contributions, one after the next, will substantially turn the needle on communication, clarity and understanding. These facilitate redundant conversations, introductions and future implementations going forward, enabling momentum, relinquishing us from backtracking.

Compiling a list of necessary procedures is an ongoing process and takes a little forethought, hindsight and everything in-between. I'd really like to hear your input on and **get your top 3 to 5** Scripts, punch/check lists, flow charts, manuals, training materials that you feel are most necessary. This will likely be a large list when it's first complied. In order to **start a proper prioritization and ranking process, the more ideas the better**.

Before we even get started, we'll want to know things like **we're not doing any redundant work, working on the same SOP's cross-departmentally or putting time and effort on something that is necessary but not at this time**, stuff like that. The more consorted the effort the more effective results it will produce. We need to get a compilation started and let leadership make an educated, **top down allocation of the ranked choices based on our input**.

Since it is a key deliverable of leadership here to instigate and produce an SOP structure, it is important and generally accepted to assign the point person for this entire process. If I can graciously ask for your commitment on that, then I can commit back a smooth fruitful return of quality useful procedures.

So please! Start sending these requests my way. There are no bad ideas!

Standard operating procedures: Standardizing procedures is foundational and elemental in optimizing communication efficiencies through an organization. Our plan includes producing an accessible repository of useful polices & procedures to all employees. Our workable process for executing the writing of these procedures will be called the *"SOP Works"* and will be discussed at our weekly and monthly team meetings. The elements of the SOP Works processes are as follows:

Compile a list of necessary procedures: The leadership team will embrace the responsibility of identifying necessary standard operating procedures to be written by communicating with their teams and each other. The plan is to have a large list of written procedures needs to draw from in the form of Scripts, punch/check lists, flow charts, manuals, training materials and general business flow & regular recurring operations.

Determine priority and rank: Once we have compiled a list of documents we intend to compose, the plan is to prioritize and rank the list of importance or urgency.

Assign, set goals and measure: Once the most important document needs are outlined, the assigning of who sees the documents through to completion by either writing them themselves, having their team write them or even having a group type input session to get them written will occur. The important part is that each SOP or document will have one owner to see it through. Then once an owner is assigned to the document(s), time goals will be specified and measured on their individual scorecard.

Example: Write 3 SOP documents selected from the SOP Works list per month.

Vet documents/process then repeat: The final drafts of SOP documents can be vetted via team at our weekly and monthly team meetings. They will be vetted for accuracy, thoroughness and that they actually add value to the process. Once it's been vetted it's added to the accessible repository for reference to all employees. Our SOP Works process will also be vetted and evaluated for improvements once per quarter.