Standard Operating Procedure Examples

The purpose of the SOP is to clearly outline the steps that your team members are suppose to go through in order to consistently produce the experience you want for your Super Fans.

Standard Operating Procedures (SOP's) come in many different styles. The secret is to use a format that is simple and easy to understand by all members of your team. You want to make it visually appealing and fun. Don't get caught up on making it look perfect or official. The more official it is, the less likely your team members will want to follow it. SOP's are meant to be guidelines to help your teams do their tasks effectively. Creating SOP's should not be a chore. If it is, you may want to make it more entertaining.

You should have SOP's for at least every major interaction your Super Fans have with your business. If you want to be the "best", you should have SOP's for every interaction. SOP's ensure consistency which is the foundation of creating Super Fans. There is magic behind creating SOP's. Once your teams start using them effectively and see the results, they will request SOP's for everything that they do in your business.
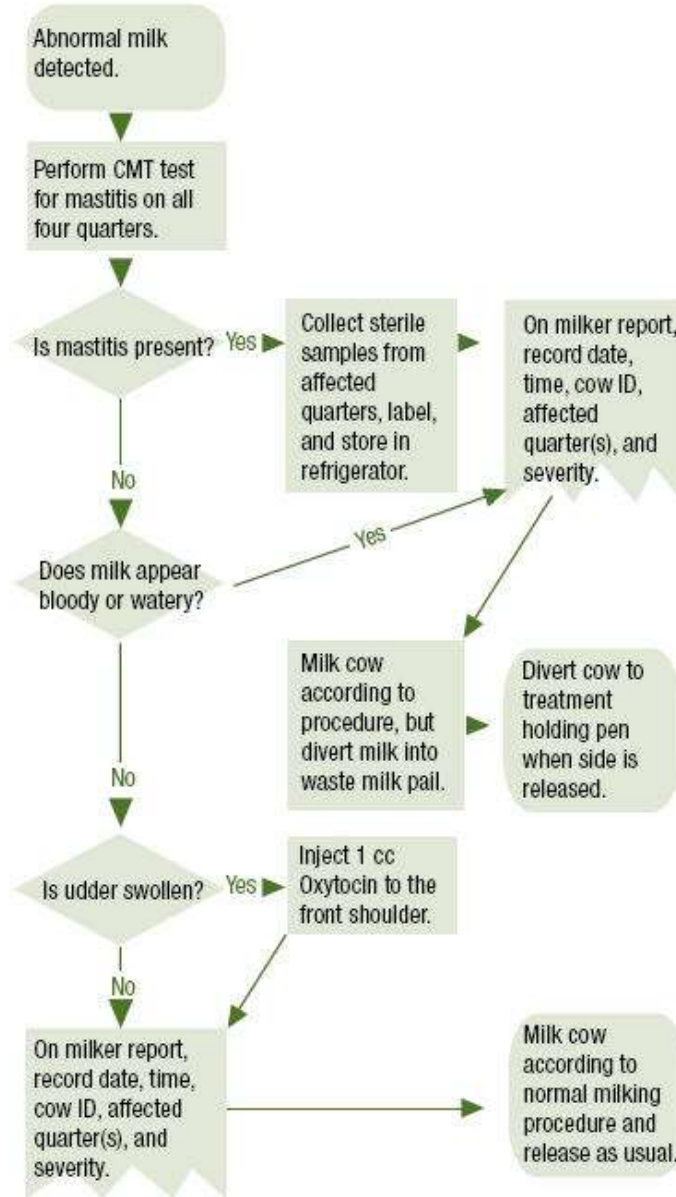
Below are a several examples of SOP's.

Example 1 – A simple numbered step-by-step process

Example 2 – Flowchart Style

Abnormal milk detected.

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Perform CMT test for mastitis on all four quarters.

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Is mastitis present? — Yes → Collect sterile samples from affected quarters, label, and store in refrigerator. → On milker report, record date, time, cow ID, affected quarter(s), and severity.

No ↓

Does milk appear bloody or watery? — Yes → On milker report, record date, time, cow ID, affected quarter(s), and severity.

Milk cow according to procedure, but divert milk into waste milk pail. → Divert cow to treatment holding pen when side is released.

No ↓

Is udder swollen? — Yes → Inject 1 cc Oxytocin to the front shoulder.

No ↓

On milker report, record date, time, cow ID, affected quarter(s), and severity. → Milk cow according to normal milking procedure and release as usual.

Example 3 – SOP with actual pictures. This is my favorite.

Standard Operating Procedure	Caterpillar Bend Marking

1 Mark expected tangent lines.

2 Mark center line of tube three inches on either side of expected cut line.

3 Place the aluminum measuring device on the bend at the cut lines with the side at the center of the slide range. Place the slide end on the short tangent of the part.

4 Place two lasers on the straight between the bends. They are to measure the distance from the inside of the tube to the opposing surface of the aluminum measuring device, called the "height dimension".

Turn on the lasers and set to measure from the front of the laser. Put the lasers in "continuous read" mode by pressing and holding the key.

5 Move the aluminum measuring device so the two lasers show a reading that is within 1 mm of each other and both are in the height tolerance range shown on the measuring device.