

**BASED ON
SAQA ID: 244084, NQF
Level 5, 10 Credits
US 6678**

SOP - Standard Operating Procedures

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Exit Outcomes for Workshop

- Determining Your Goals for Creating an SOP
- Determine the Stakeholders and Creators
- Define the End-User
- Determine the Scope and Format of the SOP
- What Should Be Included in Your SOP
- Review the Written Document
- Train Your End-Users
- Test and Tweak the SOP in Practice
- Implement SOP—and Revisit Regularly

Background

Department of Public Service Administration

A Standard Operating procedure (SOP) is a set of written instructions that document a routine or recurring activity followed by an organisation.

The development and use of SOPs are a fundamental part of a successful quality system as it makes available information to employees to perform a job effectively and efficiently.

A SOP facilitates consistency in the quality and integrity of an end result.

Clear and effective SOPs are essential in the development and deployment of any solution.

The Service Delivery Organization Transformation (SDOT) framework was developed to provide direction and guidance on the development, implementation, monitoring, report and feedback on the SDOT interventions in the public service.

Fundamentals in this regard include among others; the macro-organisation of the public service, service delivery mechanisms, norms and standards to access quality services for all, enhanced citizen engagement and participation and the promotion of innovative learning and knowledge management.

One of the key principles underpinning SDOT framework is promoting the agenda of a developmental state by institutionalizing quality service through effective and efficient SDOT mechanism.

Central to this is the development of the service delivery planning and implementation value chain that include framework and toolkit stipulating the minimum required norms and standards for business process mapping, review and management, standard operating procedures, setting of service standards.

The development of a framework and methodology for developing effective SOPs were finalised in March 2019 as a result of a need for consistency and a set standard.



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