

9 Tips For Better SOPs



phenologic

Cultivating Good Business

9 Tips

Standard Operating Procedures (SOPs) are essential for optimal business performance and to meet Health Canada's cannabis regulations.

However, they are often poorly designed, or may not be specific to your company.

This leads to frustration, higher production costs, and non-compliance, putting your business and cannabis license in jeopardy.

Use these tips to maximize the effectiveness of your SOPs, to improve your company's performance, and ensure compliancy.

For Better

SOPs

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Why Are We Doing This?

Your team needs to know not only how to do the job, but why it is done a specific way. Explain, right in the SOP, how it fits into your company's business goals and compliancy requirements, and what is at risk if it is not followed. With this understanding, the SOP will make more sense.

1.

2.

Inputs & Outputs

Get feedback from, and give feedback to, the people providing inputs for and using outputs from an SOP. By improving these inputs and outputs, your team will help each other do their best work.

Leadership Does It

Leaders demonstrate the importance of SOPs through their actions. If leaders skip parts of an SOP, so will staff... not only with that SOP but with others as well. And you might not know that until a serious problem shows up.

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4.

Key Performance Indicators

Key performance indicators (KPIs) are critical to monitor business performance. Create a few KPIs for any SOP that is important in the bigger picture. Link KPIs from different SOPs to capture data so that improvements can be made towards your company's objectives.

Make It Look Good

Incorporate your company's personality, as well as diagrams, charts, and icons to break content into easy-to-read pieces. Display infographics at key locations. The SOP will be easier to understand and follow, leading to increased compliance.

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6.

Involve The People Who Do It

The best SOPs are developed from a group effort that includes those who do the job. Externally sourced or top down directives are not as effective in creating a culture that values SOPs. Participation in SOP development gives your team an increased sense of purpose and care for their work.

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8.

Verify

If it might come back to bite you later, verify it! This crucial step prevents mistakes from advancing past critical points, where they increase costs and risk compliance. Build verification right into your SOP: do not rely on memory or conversations.

How do your SOPs stack up?

Not sure where to start with improvements?

Want some guidance in making yours better?

Contact Phenologic to discuss how we can help you enhance your SOPs to refine your operations.

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7.

Be Specific

Lack of clear, specific direction leads to serious issues including increased costs, devastating crop loss, damage, and safety risks. Being specific allows your team to focus on what matters to your customers and your company. It prevents experienced staff from using techniques learned elsewhere that may not be effective for your bigger picture.

9.

Make It Easy

If it's hard to do, it won't be done. Have an effective training program, the tools at hand, and a well-organized system. Smooth out the friction points so your SOPs are enjoyable and easy. They'll be done and everyone will be happier.