

## Writing Effective SOPs (1 day)

### Overview

SOPs provide the basis for how we carry out many of the activities within our businesses and without them, we would likely have inconsistencies in how we perform those activities. Some of the questions we should be asking ourselves in terms of writing SOPs include?

- What is the purpose of my SOP?
- How much information do I need to include?
- How should I structure my procedure?
- How do I reduce the risk of Human Error through misinterpretation/confusion?

This course provides you with all the information that you should need to help you write effective SOPs that are fit for purpose.

### Objectives

On completion of the course, delegates will:

- Understand a simple process for developing effective SOPs
- Understand who is best placed to write SOPs
- Understand the importance of using the correct language
- Understand how to structure SOPs
- Understand how to reduce the risk of Human error when writing SOPs

### Content

The course covers the following topics:

- Importance of Documentation
- Use of visual aids
- Human Error factors to consider when writing SOPs
- Process mapping
- 5Cs
- SOPs and training
- Cost of writing ineffective SOPs

### Format

The course consists of a mix of presentations, workshops, group case study exercises and discussion. Anecdotes and personal experiences will be shared to help delegates apply the knowledge to the workplace.

### Attendees

The course is designed for a wide range of participants from specific disciplines within the pharmaceutical industry. Typically, participants will have a responsibility for writing, revising or reviewing SOPs.

### Course Materials

Copies of all presentation slides, notes and handouts will be provided. Upon completion of the course, each delegate will be presented with a certificate.