

Standard Operating Procedure Manual

Standard Operating Procedure: Title

example: Standard Operating Procedure: Processing Online Order

Department:

example: Administration

Date Created:

example: 18th October 2018

Standard Operating Procedure ID:

example: SOP A-0012

Purpose:

example: The purpose of this standard operating procedure is to ensure online orders are correctly processed and within the time frame set out in A-0011.

Responsibility:

The OA is responsible for this carrying out this procedure. The OA will need to liaise with the OM and WM.

Definitions:

example:

OA = Office Assistant

OM = Office Manager

WM = Warehouse Manager

Procedure:

example: Clearly outline the step by step instructions

1. Customer places order via website
2. OA to check order
3. OA to liaise with OM to ensure payment has been received
4. OA to communicate with customer that order has been received and is being processed
5. OA to liaise with WM to pick order ready for packing
6. OA to double check order, pack and book courier
7. OA to communicate with customer that order has been picked up by courier and supply the tracking number

Document Version Control:

example:

V1.0 created by OM on 18th October 2018

V1.1 edited by OA on 22nd October 2018