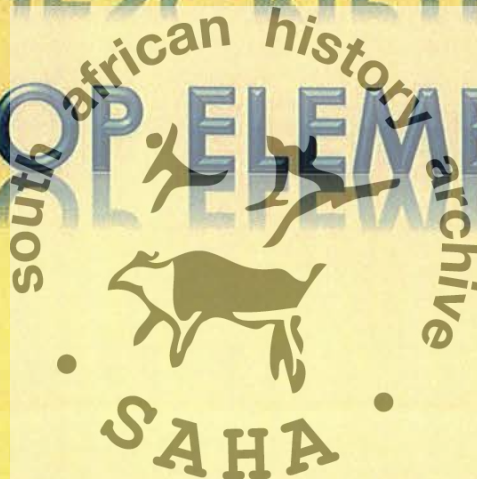


# ANNEXURE F

## KEY DESCRIPTIONS OF SOP ELEMENTS





## Key Descriptions of Standard Operating Procedure Elements

### Definition of Standard Operating Procedure

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organisation. The development and use of SOPs are an integral part of a successful quality system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of a product or end-result.

### SOP Benefits

The development and use of SOPs minimizes variation and promotes quality through consistent implementation of a process or procedure within the organisation, even if there are temporary or permanent personnel changes. SOPs can indicate compliance with organisational and governmental requirements and can be used as a part of a personnel training program, since they should provide detailed work instructions. It minimizes opportunities for miscommunication and can address safety concerns. When historical data are being evaluated for current use, SOPs can also be valuable for reconstructing project activities when no other references are available. In addition, SOPs are frequently used as checklists by inspectors when auditing procedures. Ultimately, the benefits of a valid SOP are reduced work effort, along with improved comparability, credibility, and legal defensibility.

### Descriptions of Key SOP Elements

Element	Description
Intent:	An anticipated outcome or planned and desired action.
Scope:	The work that needs to be accomplished to deliver the service.
Objectives:	Statements of specific outcomes that are to be achieved.
Definitions:	A passage that explains the meaning of a term a word, phrase or other set of symbols.
Acronyms:	Abbreviations formed from the initial components in a phrase or name.
Procedure:	Is a fixed, step-by-step sequence of activities or course of action (with definite start and end points) that must be followed in the same order to correctly perform a task.
Principles:	Fundamental norms that represent what is desirable and positive for a group, organisation.
Responsibility:	The obligation to carry forward an assigned task to a successful conclusion.
Accountability:	The obligation of an individual or organisation to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner.
Authority:	An institutionalised and legal power inherent in a particular job, function, or position that is meant to enable its holder to successfully carry out his or her responsibilities.
Performance indicators:	Key Performance Indicators are quantifiable measurements, agreed to beforehand, that reflect the critical success factors of a service or organisation.