


MANAGEPERTS.

# Standard Operating Procedure (SOP)



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# Introduction



By attending our comprehensive Standard Operating Procedures (SOP) Training Course, you will gain the knowledge and tools to document, structure, and sustain work processes in full alignment with ISO 9001 standards and other international quality frameworks.

This high-impact training provides a practical roadmap for building a culture of documentation and accountability – enabling participants to create clear, standardized, and auditable work processes that enhance efficiency, compliance, and consistency across all operations.

Through real-world exercises, participants will learn how to develop SOPs, implement document control systems, and integrate continuous improvement cycles that ensure organizational excellence and sustainable performance.

# ▶▶▶ Course

# Objectives



Understanding the principles and significance of Standard Operating Procedures (SOPs) in organizational success.



Learning how to align documentation with ISO 9001 requirements and quality management principles.



Developing effective, standardized formats and templates for documenting processes.



Identifying, mapping, and structuring work processes for operational clarity and efficiency.



Implementing robust document and records control systems to ensure traceability and compliance.



# Course

# Objectives



Building a culture of documentation, accountability, and continuous improvement within teams.



Integrating documented processes into daily operations to ensure long-term consistency and sustainability.



Enhancing communication and collaboration among departments through standardized documentation.



Strengthening organizational readiness for audits, certifications, and process improvement initiatives.



Applying practical exercises and implementing in a simulation session to reinforce documentation and process control concepts.



# Course Content

- 1 Introduction to Standard Operating Procedures (SOPs)
- 2 Introduction to ISO 9001 Standards
- 3 Quality Management Principles
- 4 Documentation Requirements in Quality Systems
- 5 Developing Effective Process Documentation
- 6 Process Mapping and Visualization
- 7 Structuring a Work Process Document
- 8 Document and Records Control
- 9 Reviewing and Updating Documentation
- 10 Ensuring Sustainability and Accountability
- 11 Implementation and Maintenance of SOPs
- 12 Simulation and Practical session

# ▶▶▶ Course

## Outcomes



Developing the ability to design and structure clear and effective Standard Operating Procedures (SOPs).

Applying ISO 9001 documentation principles to ensure consistency, compliance, and quality assurance.



Building systematic documentation practices that enhance operational efficiency and accountability.

Implementing document and records control systems that ensure traceability and accessibility.



# ▶▶▶ Course

## Outcomes



Enhancing decision-making and coordination through standardized documentation frameworks.

Establishing a sustainable culture of documentation and continuous improvement across departments.

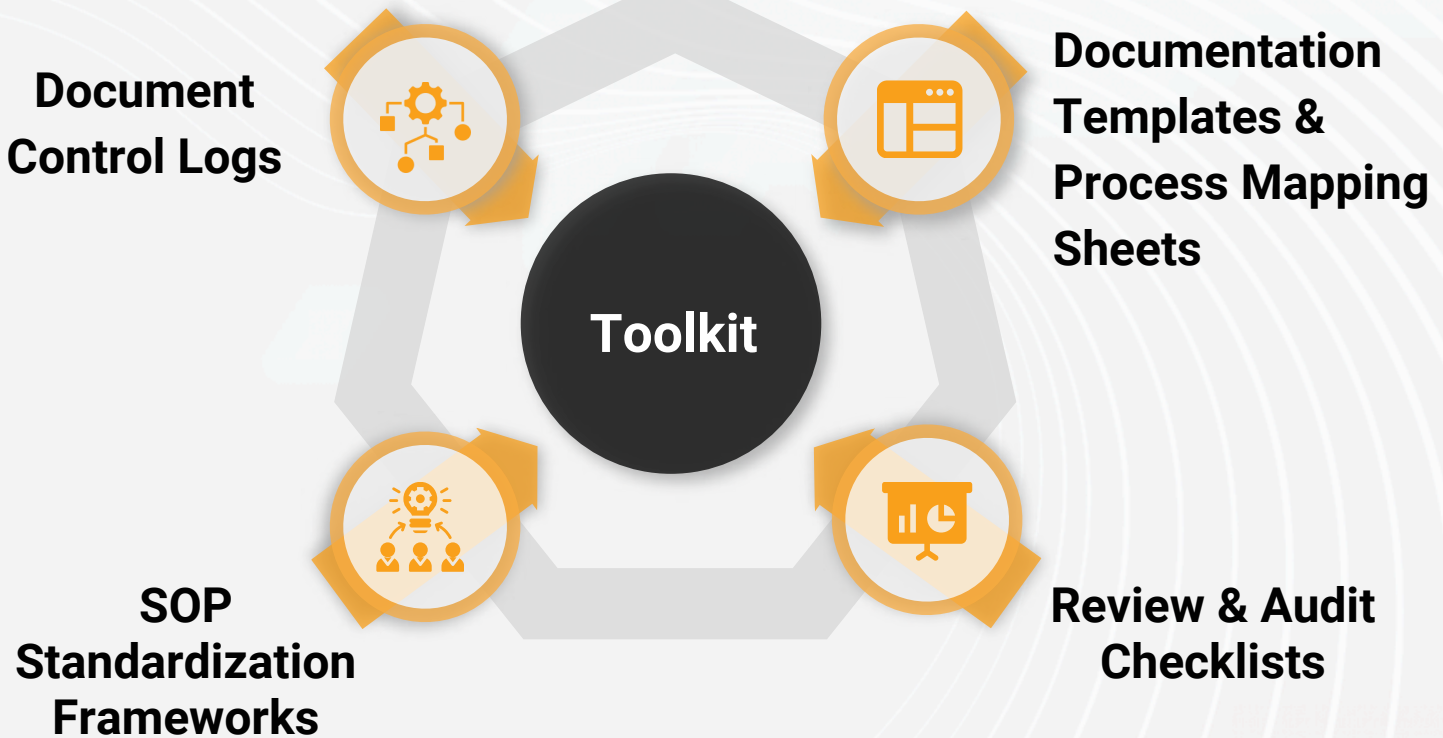


Strengthening readiness for audits, certifications, and internal process reviews.

Applying practical exercises and implementing in a simulation session to reinforce SOP development and process control concepts.



# ▶▶▶ Get access to our toolkit



These tools are designed to assist you in the following

- ✔ Designing effective SOPs and documentation systems.
- ✔ Analyzing processes and identifying improvement areas.
- ✔ Standardizing templates for unified documentation.
- ✔ Communicating SOP updates efficiently across teams.



# Accreditation



Ministry of Foreign Affairs and Expatriates



The General Union of Workers in Public Services and Free Professions



Business Consultants Board



UK Education Quality Management



UK Register of Learning Providers



German Jordanian University



# Course Details



## Durations of the Course:

25 hours of theoretical and practical training.



## Target Audience:

- Quality and compliance officers
- Department and process managers
- Team leaders responsible for documentation
- Professionals seeking to improve organizational procedures



## Location of the Course:

Online (Live).

# ▶▶▶ Trainer



Eng. Mais Hindaileh, BSc Industrial Engineering, CSSBB, CBC, GRCP, ToT

Eng. Mais an industrial engineer consultant and trainer at Manageperts with over 14 years of experience in KPI's, SOP, Quality Management, Management Consultation, and Training. Also, a Certified Six Sigma black belt (CSSBB), Lean Management ASQ Certified, Certified Lead auditor, Certified Business Consultant (CBC), GRCP.

Eng. Mais is an expert in implementing KPI's, improving processes, preparing policies and procedures, management systems, conducting internal audits, assisting organizations in implementing and integrating ISO Standards, business gap analysis, balanced scorecard, Lean Management and Six Sigma implementation.

Eng. Mais has delivered more than 100 training programs and empowered 10,000+ professionals across the MENA region through collaborations with renowned institutions such as PwC Academy, KPMG Academy, BSI UK, TÜV Austria, and SGS. Her expertise is widely recognized for dynamic and interactive training approach and ability to translates complex management concepts into actionable insights—equipping professionals with the tools to enhance efficiency, ensure compliance and achieve sustainable business excellence.

SCAN ME!



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for Treatment and Rehab in Dubai



**ZAHRAWI**



**MetLife**

مصرف الهلال  
al hilal bank



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AQABA Development Corporation



QUEEN RANIA TEACHER ACADEMY  
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Exeed  
Electronics

جبل عمان  
Jabal Amman

ناشر  
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THANK  
YOU

