



Why Businesses need SOP

Standard Operating Procedures

to drive Organization Excellence

BIZsop

[SOP for Business Organization Excellence]

INTRODUCTION



Flood Management Plan In Kemaman Improved To Become National Model
PUTRAJAYA, Jan 6 (Bernama) - The flood management plan in Kemaman, Terengganu which fulfilled the golden standard will be improved to be turned into a model in the Standard Operating Procedure (SOP) for preparedness in facing disasters at the national level, said C...

Dam water released based on SOPs
NB: Excess volume due to heavy rain discharged for the sake of public safety

New flood SOP out soon
When we started Eco World, we did so successfully because we had a strong team. They could start working straight away as we transferred years of work experience into standard operating procedures. A strong team is of no use if you don't have that," he said.

Boost relief SOPs, says Muhyiddin
NSF 25/Dec/2014
CALL FOR REVIEW: It is to ensure efficient rescue and delivery of aid, says DPM

DPM wants review of SOP on disaster management
PETALING JAYA: Tan Sri Muhyiddin Yassin wants the standard operating procedures...

NRD to review SOP over temporary resident paper
NRD to be revamped, says Zahid

SOPs for Sabah churches to bring in religious material

Concern over capability of Met Dept

NA JIB: NEW SOP TO TACKLE MAJOR FLOODS TO BE DRAWN UP

More on standard operating procedures will be ready in six as

Department to proactively acquire and disseminate information about possible disasters in a timely manner.

It is also a question mark on whether they have a proper standard operating procedure and clear chain of command in the event something may happen or is about to happen, and who would

communication to ensure speedier and wider transmission of information.

Granted, in some cases, where the possibility of an incident is rather remote, we do not want to create unnecessary panic in the community. Nevertheless, in that type of case, it would not hurt if there is a statement saying there is a remote possibility of an incident happening.

Yet, as far as the four Kedah incidents are concerned, if our weather people believed that those incidents would not have happened or only had remote possibility of happening, we should all be worried about our readiness to face future weather

Impact of Not Having SOP

INTRODUCTION



- Operational Ineffectiveness
- Failure
- Disaster
- Loss of Lives

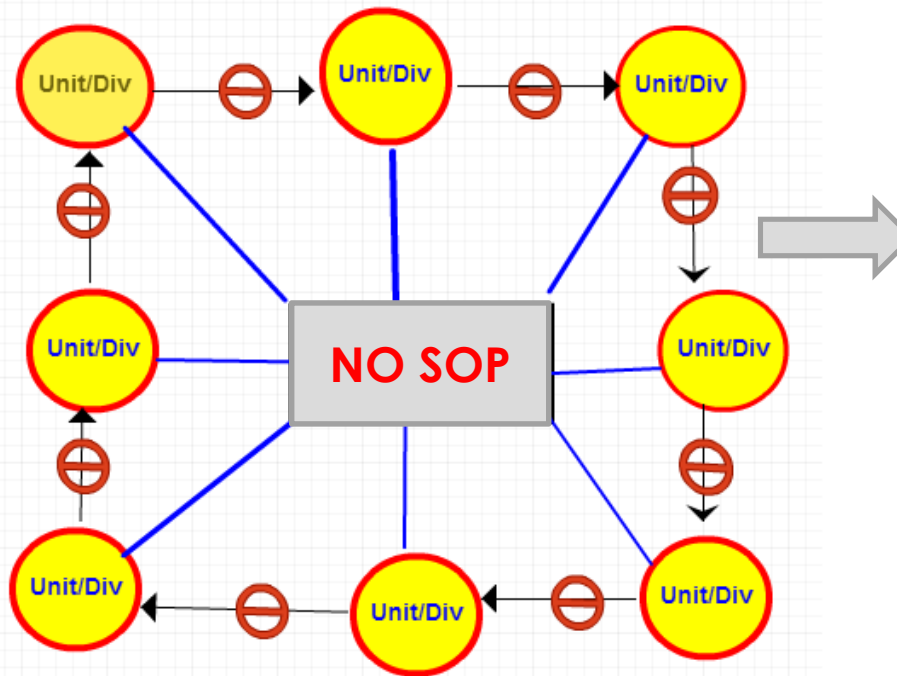




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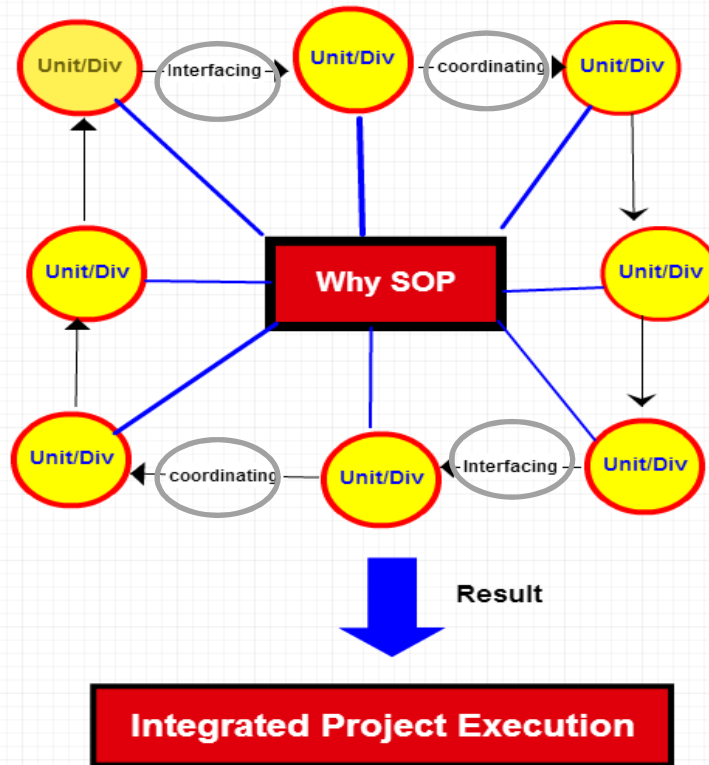
[SOP for Business Organization Excellence]

Why Companies need SOP



- Units /Depts work independently
- Tasks in units/Depts **NOT coordinated** with other units/Depts
- **No integrated chain of Command**

Why Companies need SOP



**integrated
chain of
Command**

When we started Eco World, we translated years of work experience into SOP. A strong team is no use if you don't have SOP
[Tan Sri Liew Kee Sin, former president and CEO of SP Setia and current director of Eco World Development]

INTRODUCTION



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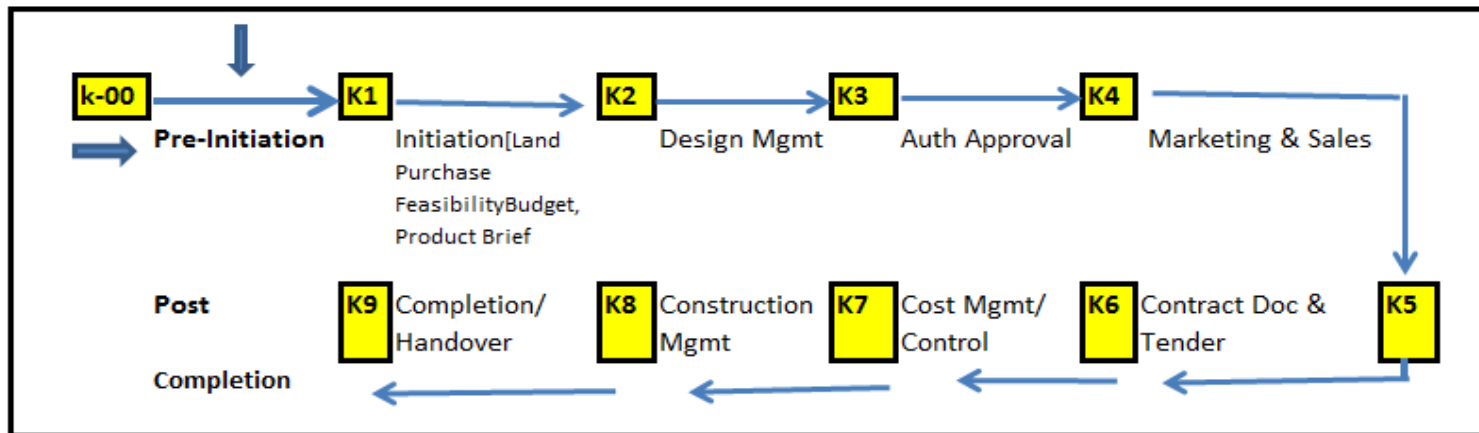
BIZsop empowers any business owner to prepare their **Standard Operating Procedures [SOP]** on a Do-It-Yourself [DIY] basis



SOP across Biz Lifecycle from Biz Start to Finish



REDsop lifecycle chart



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BIZsop Value Proposition;

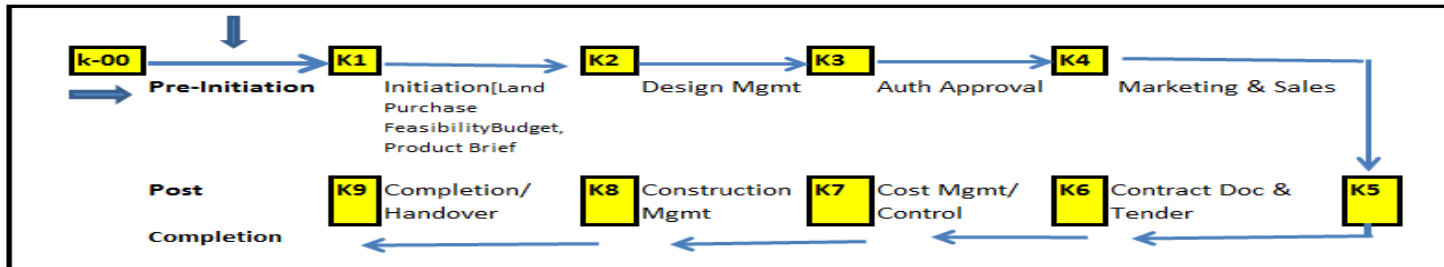
1] for Ceo/ Managemet

- 1) Overall **Snap View** of Business
- 2) Review /Monitor **Key Milestones**
- 3) Review / Monitor **Biz/ Product Launching** /Key deliverables
- 4) Better **decision Flow**
- 5) System in place irrespective of **staff resignation**
- 6) **Better quality** output and work /service consistency due to less work variances

2] Biz/Project Manager/PM Team

- 1) Better **collaboration / Interfacing** of work /deliverables amongst all stakeholders
- 2) **Delegate and empower** staff/vendors to be responsible for Biz/project execution
- 3) Reduce **work variances**
- 4) **Clarity of work** delivery
- 5) Embedded Knowledge Templates **reduce learning curve**

REDsop lifecycle chart



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The **BIZ-SOP** mapping process

SOP	Procedure/ Steps	Templates
Site Possession and kick-off	SOP 7.01-site possess+kick off mtg	T-7.01a-b
Site Instruction	SOP 7.02-site Instruction	T-7.02a-b
Quality Control & Inspection	SOP-7.03-QC (Arc,Material samples)	T-7.03a-b
	SOP-7.04-QC (C&S Works)	T-7.03b- Approved Material
Q-Plan,/ Method Statement	SOP 7.05-Q-Plan,/Method Statement,r.2	T-7.05a-b
Progress Report	SOP 7.06- Progress Report	T-7.06a-b
Shop Drawings	SOP 7.07-Shop Drawings Submission	T-7.07a
Construction Monitoring	SOP 7.08-Monitoring of Construction Work	T-7.08a
Project Meetings Structure	SOP 7.09-Project Meetings Structure	T-7.09a-b



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↓ BIZsop implementation across Biz/Project Life cycle: **Example** ↓

K1

Initiation[Land
Purchase
FeasibilityBudget,
Product Brief

Biz Process [SOP]

SOP 1.01-Land Purchase

SOP 1.02-Site Visit,

SOP-1.03-Prelim financial study

SOP-1.04-Dev't Budget/Cost plan

SOP 1.05-Product/Project brief

Doc Templates

T-1.01a-j

T-1.01f,1.02a,b

T-1.03n

T-1.04 a,c,d,e

T-1.05a-c

Create Workflow



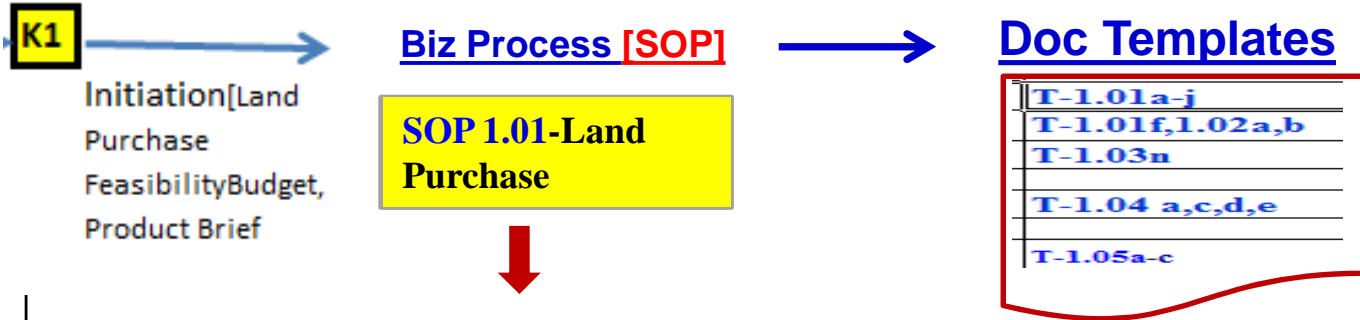
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BIZsop implementation across Biz/Project Life cycle: Example



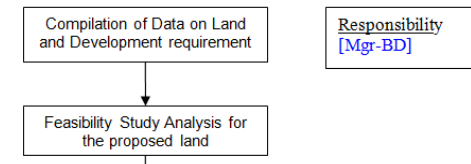
K-Block Ref/Title	SOP Scope[Procedure/Steps]
SOP-1.01-Land Purchase	<p>Scope: To carry out search for suitable land and feasibility study with the view to purchase land for viable real estate development.</p> <p>Procedure/Steps</p> <p>1 Management will appoint Manager, Business Development [Mgr-BD] to be responsible for conducting land search and feasibility study with the view to purchase land.</p>

[Hyperlink>Sample SOP 1.01-Land Search-Combine-pdf.pdf](#)

Doc Templates

T-1.01a-j
T-1.01f,1.02a,b
T-1.03n
T-1.04 a,c,d,e
T-1.05a-c

FLOW CHART FOR LAND PURCHASE



LAND TITLE REVIEW CHECKLIST

Item	List
1.	Lot No.
2.	Mukim
3.	Daerah
4.	Land Area
5.	Category of Land Sub-Category

INTRODUCTION



Why Your Businesses need SOP

Attend a 2 day
course/workshop
to develop your SOP and drive
your Business Organization
Excellence

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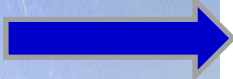
www.ericgan2.com

<http://www.ericgan2.com/training-program-biz-sop.html>





Trainer Profile



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Profile of Trainer: Eric CL Gan

Eric CL Gan is an Architect turned **Cloud Entrepreneur**. An Architect by profession, he is the managing director of Compex International Consortium

- Eric holds a Bachelor degree in Architecture from the **University of Singapore** and a Quality Management System Assessment Certificate from the University of Portsmouth, UK. He is a registered architect with the Board of Architects Malaysia and was a National Council member (2000-2010) of FIABCI (the International Real Estate Federation) Malaysian Chapter and a member of FIABCI Asia Pacific Regional Secretariat Taskforce Committee. He is a **Certified Construction Project Manager** accredited by CIDB [Construction Industry Development Board] Malaysia.
- An industry veteran with more than 30 years of experience, Eric had worked as an Architect, Project Manager, Property Manager, Quality Coordinator, Management Systems Manager and General Manager-Property for major corporations in Malaysia and Singapore such as PETRONAS (the National Oil Corporation of Malaysia), the Housing and Development Board (HDB) of Singapore and Sunrise Bhd. He **specializes in business process mapping and utilizing the cloud platform** to empower real time project management delivery and had undertaken numerous multi-million dollar property development projects in Singapore, Malaysia, Vietnam and Africa.
- Eric is a CIDB **accredited trainer** for construction project management and had conducted numerous seminar programs in Malaysia, Vietnam and Thailand. Eric is also an **ISO9000 / SOP Consultant** to some key property development companies in Malaysia

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