



Overview

Standard Operating Procedures (SOPs) are detailed, written instructions designed to ensure consistency, efficiency, and quality in the execution of all types of operations. They serve as a foundation for operational control, regulatory compliance, and continuous improvement across organizations.

In both service and manufacturing environments, SOPs help bridge the gap between strategic objectives and day-to-day activities. They provide clarity, reduce variability, and support training, accountability, and risk management.

Whether it's ensuring product quality on a production line or maintaining service excellence in customer support, effective SOPs are essential for sustainable performance and organizational success.

This hands-on course equips participants with the skills to develop, structure, and implement SOPs that are practical, clear, and aligned with business needs.

Objectives

This course is designed to provide participants with the knowledge and practical tools needed to develop, structure, and implement Standard Operating Procedures (SOPs) effectively across various departments.

Through hands-on activities and collaborative exercises, participants will gain a deeper understanding of how SOPs contribute to consistency, quality, and operational excellence in both service and manufacturing organizations. By the end of this course, participants will be able to:

- Understand what SOPs are, and their importance to organizations.
- Understand the difference between SOPs, policies, work instructions, and quality procedures.
- Recognize the role of SOPs in enhancing consistency, compliance, efficiency, and quality across various functions.
- Identify the key components, structure, and formatting standards of effective SOPs and other quality documents.
- Develop clear, concise, and user-oriented SOPs using standardized templates and best practices.
- Apply a systematic process for drafting, reviewing, approving, and controlling SOPs and related documents.
- Ensure proper document identification, version control, and accessibility in compliance with organizational and regulatory requirements.



Course Outlines

Chapter 1: Introduction to SOPs and Quality Documentation

- What are SOPs?
- SOPs and quality management
- Key difference between SOPs, Policies, Procedures, and work instructions
- The role of SOPs in quality, compliance, and operational control
- Components and structure of effective SOPs
- Quality documentation and document identification essentials
- SOPs in service vs. manufacturing organizations

Chapter 2: SOP Development, Standardization, and Control

- How to plan and write a user-focused SOP
- Cross-functional collaboration in SOP development
- SOP drafting workflow: inputs, writing, review, and approval
- Compliance with ISO standards and QMS document control requirements
- SOP numbering, formatting, and archiving
- Document control and version management best practices

Chapter 3: Implementation, Improvement, and Digital Integration

- Deploying SOPs: training, onboarding, and operational alignment
- SOP review cycles and change triggers
- Monitoring effectiveness: KPIs, audits, and user feedback
- Transitioning to digital SOP systems and tools

There will be different practical and real-world cases, workshops, and group activities to map theoretical principles into practical documents.

Targeted Groups

This course is designed for professionals across various departments who are involved in documenting, implementing, or managing standard operating procedures within their organizations. It is especially valuable for those seeking to enhance process consistency, quality assurance, and operational efficiency. In addition to the following audience:

- Service and manufacturing companies
- Pharmaceutical organizations
- IT, banks, healthcare, and aviation
- Quality Assurance and Quality Control Specialists
- Operations and Production Managers



- Process Improvement and Lean Six Sigma Practitioners
- Department Supervisors and Team Leaders
- Compliance and Regulatory Affairs Officers
- Internal Auditors and QMS Coordinators
- HR, Finance, and Administrative Officers responsible for SOPs

Course Duration

“SOPs in Practice: Development & Implementation” training course will be held for 9 training hours over 3 training days for the public. This course can be customized based on certain needs for in-house training.

Course Fees

The standard course fee is JD 200. This program is available in two formats:

- Online (live and interactive)
- In-class (face-to-face)

Discounted rates are available for individuals investing in their own development and for organizations enrolling two or more participants:

- Online option: JD 100 (50% discount)
- In-class option: JD 160 (20% discount)

For organizations registering only one participant, the full fee of JD 200 applies for either format. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts and the instructor's notes.
- Coffee break

Payment Methods

To make the payment process smooth and convenient, JAQM provides multiple payment options:

- Bank Transfer or cash deposit to JAQM's official account
- CliQ (Alias Name: JAQM)
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

Please indicate your preferred payment method in the registration form. Once selected, we will send you the relevant details to complete the payment.



Date, Time, and Venue

- Date: 26 – 28/5/2025 (Mo, Tu, & We)
- Time: 6:00 – 9:00 PM Jordan time
- In-Class Venue: Almadina Almonawara St.
- Online: Through zoom platform.

Presentation Approach

- English for screen and data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Workshops and group activities

Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/KHOAde23YThfZ3v56>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For organizations' delegates, HR or training department can send an email to confirm the registration for their delegates including their names, emails, and mobiles.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.