

A 2- Days Workshop on: Developing Effective & Practical Standard Operating Procedures (SOPS)

Introduction

Standard Operating Procedures (SOPs) are used to ensure consistency and quality of performance within the organization and ensures that the right people are trained for the job.

Standard Operating Procedures (SOPs) are detailed sets of written instructions, which are essential to ensure that businesses operate consistently effective. SOP can be used to satisfy compliance requirements, mitigate health & safety risks and at times act as a necessary positive disruption in an organization. Companies need to develop comprehensive standard operating procedures (SOPS) to ensure that employees are performing their job effectively, efficiently and safely, and in accordance with the organization's policies and practices.

Learning Outline

Upon completion of this program, participants will be able to:

- Understand what Standard Operating Procedure is.
- Understand how to write and leverage SOPs
- Utilize SOPs as a tool for Training of staff
- Use SOPs as means of standardization and sharing of best practice
- Leverage SOPs to help manage the workplace
- Use SOPs as an audit document

Course Outline

1. Introduction to Standard Operating Procedures (SOPs)

- What is SOP
- Purposes of SOP
- Pros and Cons of SOP

2. Getting Started

- Who should develop SOP
- How and When to start writing SOP
- Getting rid of writer's block

3. Developing effective SOPs

- Design and Developing of SOP
- Choosing the right SOP Format
- What to write
- Writing readable SOPs

4. Finalizing your SOPs

- Implementations and Compliances
- Employees' Awareness

5. Tracking your SOPs

- Helping user locate information easily and quickly
- Helping user locate SOPs easily and quickly

6. SOPs Updates and Revisions

- When to do revision
- How to work revision with minimum disruption

7. Case Study

8. Practical and Debriefing

Targeted Audience

- All Personnel in all areas of operation and management who needs to develop and write SOPs and to work with such SOPs

Trainer's Profile



Serene greatest passion is to share her knowledge and insights to maintaining and increasing the professionalism and competencies of an Organization's Human Assets and to the HR Community.

Her hands-on experience in the corporate world has enabled her to impart her knowledge based not only on theory but also based on her own vast working experiences which ensure that your employees are able to relate better and able to apply the knowledge and skills to their work, immediately and effectively

Serene Yap, a Human Resource Trainer and Consultant is a certified Master Class Trainer and has been enthusiastically involved in all aspects of human capital development and management for more than 20 years. Serene holds an MBA in General Management, a certified NLP Practitioner by ISNS and Serene is also a PSMB approved Trainer.

Her industry exposure includes property development and management, hospitality, medical, manufacturing, oil and gas, construction sector and consultancy services.

During her professional career and as a trainer and consultant, many employees have attained great personal successes in their careers through her guidance, mentoring and coaching. In a similar manner, Serene envisioned to translate her KSA to develop the competencies and performance level of your employees.

List of companies benefited are NGA Human Resources, Symphony Corporate House, MAICSA, Bank Negara Malaysia, DRB-Hicom, Proton, Petronas, Boustead Petroleum, Telekom Malaysia Bhd, Celcom Timur (Sabah) SB, ARH Jurukur Bahan SB, The Raintree Club, Parex Group, KLIA, Firefly, Massimo, Top Baker, Naito-Asia, Malaysia Steel Works KL Bhd, INTI University, Multimedia University, Sabah Ports, Suria Capital Holdings Bhd, Lembaga Pemegang Amanah Taman-Taman Sabah, KPJ Health Care, Columbia Asia Hospital, Lion Properties, Mahkota Hotel, Borneo Housing Mortgage Finance Bhd, etc

Serene has successfully conducted the following Consultancy projects to enhance the agility and best practices of an organization.

- HR Audit
- HR Policies & Procedures and Employee Handbook
- Retrenchment Strategy and Execution
- HR Department Startup and HR Team Coaching
- HR Interim Manager
- Developing Effective and Practical Standard Operating Procedures (SOPS)

Over the years, Serene has developed and conducted many programs, some of which include Employer's and Employee's rights in Human Resource Management, Legal Issues in Human Resource Management, Payroll Management, Developing Effective HR Documentations, SOPs and Employee Handbook, The Essential Competencies for Effective HRM, Critical HR Skills for Non-HR Managers, Behavioral-based Interview, Competencies TNA, Effective Applications of Employment Act, Sabah Labour Ordinance, Sarawak Labour Ordinance, Developing Effective Employee Handbook, Handling Employee Misconduct and Domestic Inquiry, Essential Skills for Personal Assistants & Secretaries, etc

Date, Time & Venue

28th & 29th January 2019, Monday & Tuesday @ Crystal Crown Hotel, Petaling Jaya

Time: 9.00am to 5.00pm



Course Fee

Full Course Fee - RM 1600.00

- Early bird fee of RM1400 if payment is made at least 14 days before event date.
- Group Discount of 10% for 3 or more participants from the same company on applicable fee.
- Course fee includes 2 tea breaks, lunch, course material and certificate of attendance

ARROW TRAINING SDN BHD (509292-A)

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REGISTRATION FORM

Developing Effective & Practical Standard Operating Procedures (SOPS)

28th & 29th January 2019 @ Crystal Crown Hotel, Petaling Jaya

Billing Details

Organization _____

Address _____

Contact person _____ Designation _____

Email _____

Tel _____ Fax _____

Participant(s)' Details

Participant 1 (Full name as per IC) _____

Designation _____ Mobile no. _____

Email _____

I wish to receive updates on future training programs / events organized by Arrow Training Sdn Bhd and its affiliates

Participant 2 (Full name as per IC) _____

Designation _____ Mobile no. _____

Email _____

I wish to receive updates on future training programs / events organized by Arrow Training Sdn Bhd and its affiliates

Participant 3 (Full name as per IC) _____

Designation _____ Mobile no. _____

Email _____

I wish to receive updates on future training programs / events organized by Arrow Training Sdn Bhd and its affiliates

Method of Payment

I / We shall make the payment two weeks before the event of RM1400 to enjoy the early bird fee.

By banking transaction By courier / post

I / We shall make the payment during the event (normal fee of RM1600)

I / We shall make the payment within 30 days after completion of the event. Please find enclosed is our letter of undertaking (normal fee of RM1600)

HRDF-SBL

PERSONAL DATA PROTECTION NOTICE (Compulsory to fill)

Please be informed that in accordance with the Malaysian Personal Data Protection Act 2010 ("PDPA"), by providing your personal data to Arrow Training Sdn. Bhd. (hereafter referred to as "ATSB"), you have hereby given consent to ATSB to process your personal data for the purpose as stated below.

Purpose

ATSB may use your personal information for direct marketing, as well as to update you, on ATSB training events and Conferences.

Information about Other Individuals

If you give ATSB information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can: (a) give consent on his/her behalf to the processing of his or her Personal Data and (b) receive on his/her behalf any data protection notices.

Data Disclosure

ATSB may provide your personal information to our affiliates and partners in relation to the purpose above.

Data Retention

1. ATSB shall retain your personal data for seven (7) years from the date of collection; and
2. ATSB shall remove your personal data when you write to ATSB to withdraw your consent. You may email to compliance@arrow-training.com.my stating so.

Data Access

You also have the right to request access to your personal data at all times and be entitled to correct it if necessary. Please read and understand ATSB's Personal Data Protection Notice before you agree to submit your personal data.

Kindly refer to ATSB Privacy Statement at www.arrow-training.com.my/ps for details.

ACKNOWLEDGEMENT STATEMENT

I hereby acknowledge that I have read, understood and accepted Arrow Training Sdn. Bhd.'s Personal Data Protection Notice and Terms & Conditions.

Signature & Company Stamp
Name:

TERMS & CONDITIONS

1. Admittance will only be permitted upon receipt of full payment or letter of undertaking.
2. Course fee is payable to ARROW TRAINING SDN. BHD.
3. Closing Date - 1 week before commencement of seminar, or when maximum capacity of seminar class is reached, whichever is earlier
4. Confirmation - You will receive an invoice indicating course fee, seminar date and hotel information. Check it for accuracy.
5. Cancellation / Transfer / Refund
Written cancellations/transfer notice received:
 - 7 working days before the event, full refund of registration fee will be made.
 - Less than 7 working days before the event are subject to administrative fee of 25% of the full registration fee.You may substitute an alternate participant(s) or transfer to another event with 7 working days' notice. Any difference in fees will be charged accordingly.
6. Confirmed registrant who failed to attend on the day of event and did not cancel his registration in writing is liable for the entire fee.
7. In the event of cancellation by Arrow Training, all fees will be refunded in full, or the participant may reschedule to the next available seminar. Should cancellation become necessary, Arrow Training will attempt to contact all registrants verbally or in writing.

Disclaimer

Arrow Training reserves the right to change the speaker, date and to cancel the programme should circumstances beyond the company control arise. Arrow Training also reserves the right to make alternative arrangements without prior notice should it be necessary to do so.

Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.



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