**STANDARD OPERATING PROCEDURE (SOP)**

This Standard Operating Procedure (SOP) is designed for SMEs operating within the Nigerian business context. It outlines the step-by-step process to ensure consistency, quality, and efficiency in business operations. This SOP is structured to help teams deliver at a world-class standard while maintaining relevance to local realities.

1 SOP Title:

e.g., Customer Onboarding Process

2. Department/Unit:

e.g., Sales & Customer Service

3. Objective:

Clearly state the purpose of the SOP. For example: "To ensure all new customers are onboarded within 48 hours of signing up, with all necessary documentation and communication completed."

4. Scope:

Define where this SOP applies. For example: "This procedure applies to all customer-facing staff responsible for onboarding new clients."

5. Responsibility:

List who is responsible for each step in the SOP.

6. Procedure Steps:

|  |  |  |
| --- | --- | --- |
| Step No. | Activity Description | Responsible Person/Team |
| 1 | Describe the task... | e.g., Sales Rep |
| 2 | Describe the task... | e.g., Sales Rep |
| 3 | Describe the task... | e.g., Sales Rep |
| 4 | Describe the task... | e.g., Sales Rep |
| 5 | Describe the task... | e.g., Sales Rep |

7. Required Tools/Resources:

List any tools, forms, or software required for this SOP.

8. Documentation & Recordkeeping:

State how activities related to this SOP should be documented and where they should be stored.

9. Approval & Review:

Specify who must approve the SOP and how often it should be reviewed and updated. e.g., Reviewed every 6 months by Operations Manager.