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## STANDARD OPERATING PROCEDURES (SOP) TRAINING

What are the alternative (modern) approaches of creating SOP courses for online tutoring?

### WHAT IS STANDARD OPERATING PROCEDURES (SOP)?

Standard operating procedures (SOP) are a set of written instructions that describes the steps of performing a task/activity.

By following the steps precisely and in exact sequence, individuals/entities not only are able to complete the task but also perform it in compliance to the industry and business standards.

Effective SOP training program helps organizations and staffs to:

- learn/develop new skills
- able to troubleshoot
- evaluate/increase individual performances, and
- minimize errors, redundancies, and operational costs.

Thus, in today's competitive and partly remote working environments, organizations are constantly looking for effective ways to conduct SOP training, especially over the web or other online platforms.

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### SUGGESTED BEST PRACTICES FOR SOP TRAINING

#### A. INTERACTIVE PDFs (iPDF)

Interactive PDFs (or iPDF) includes annotations, infographics, hyperlinks, basic animation, flipbook interactivity, search functionality, flash games, videos and similar assets in a single package.

Using iPDFs for SOP training helps in focussed learning, explaining the SOP steps with visual, auditory, and video support, and including links, online and offline activities, rubrics, etc. to explain the impact of a SOP process.

#### CREDIT OPERATING GUIDELINES ICICI Home Finance

Last year, Excelsoft partnered with ICICI Home Finance in creating the bank's credit banking SOP into iPDF. It includes infographics, cross-pagination, interactive quizzes and etc.

Click [here](#) to view a sample.



## B. MICROLEARNING VIDEOS

Another effective way to conduct SOP training is to **create bite-sized information videos**. These videos are helpful for **product and installation DIY** (Do-it-yourself) presentations and explaining the steps with auditory and visual support.

### FUNCTIONING OF 16V ENGINE Mahindra Tech Academy

Creating multiple microlearning videos of approximately 2-3 minutes results staff to understand the functioning of every part of the engine and thus able to troubleshoot or assemble the engine without assistance, when required.

Click [here](#) to view a sample.

## C. ARTICULATE RISE TRAINING PACKAGES

Creating responsive e-learning with the intuitive features of Rise 360 is widely recommended/ preferred format that organizations follows for SOP trainings.

Rise 360 courses allows **adding brainstorming activities and quizzlets, structure and segregate** large number of interlinked SOP guidelines into logical chunks of topics and sub-topics, allows employees to **download the step manuals in Word/PDF format** for future referencing/use, allows organizations to **use as reference guides for troubleshooting, FAQ** (frequently asked questions) and many more.

### COMPLIANCE & FRAUD RISK MANAGEMENT IN FINANCIAL SECTORS Bank Muscat

Excelsoft partnered with Bank Muscat in 2022 to create a series of Articulate Rise SOP courses to sensitize staffs and management bodies on their roles and various mechanisms to make bank risk compliant.

Click [here](#) to view a sample.

## D. HTML WIKI PAGES

Having a wiki page on the company's intranet is an excellent and cost-effective way for SOP training without being dependent on facilitator or infrastructure availability.

Having wiki pages also allows:

- employees/individuals to share their experiences
- include additional information (such as image, videos on troubleshooting and operational functionalities)
- engage discussions, individual contributions, and similar activities

### LAPAROSCOPIC COLOSTOMY TRAINING Intellivision

Excelsoft created Appropedia wiki pages for Intellivision, a leading provider of innovative & intelligent vision equipments for the SOP training of the AR medical devices and tools.

These tools and devices are created by the company to train young medical students on the procedures of laparoscopic surgery, study of test results, use of tools for diagnosis and similar.

Click [here](#) to view a sample.

## EXCELSOFT TECHNOLOGIES PVT.

Incorporated in the year 2000, Excelsoft designs E-learning solutions based on a pedagogical approach towards content design and complies to industry standards in its technology implemen-

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