

The 10-Minute SOP Template

Document any process on one page — fast enough that it actually gets done, clear enough that anyone can follow it.

PROCESS NAME	OWNER	LAST UPDATED

When to use this process

Write one sentence: the trigger that means it's time to run these steps. Example: "A new customer order arrives by phone or email."

The steps

#	What to do	Who does it	Watch out for
1	Start with a verb...		
2			
3			
4			
5			
6			
7			
8			
9			
10			

Three rules that make SOPs stick: ① Every step starts with a verb ("Enter the order," not "The order"). ② If a step needs more than two sentences, it's really two steps — split it. ③ Put it where the work happens (taped to the wall beats buried in a folder). Review the "Last updated" date every quarter.