Standard Operating Procedures
Development & Compliance

In an era of shrinking resources, organizations face an array of challenges. In today's environment, management must contend with:

- Expanding organizational missions, work practices, and technical complexities
- Increasing legal and regulatory requirements
- Safety and security threats, performance standards, and emergency response
- Growing needs for coordination and reporting amongst departments, customers, and suppliers

Service organizations must meet these changing requirements in an environment that itself is a challenge. Budgets are tight and personnel are stretched thin. The experience of the workforce may be declining due to the retirement of more experienced personnel. Scrutiny by the media, government, and the public is intense. Lawsuits are more common and jury awards are perceived to be greater.

As a result, the decisions that personnel face are more complex and controversial. Mistakes have greater repercussions and costs. Service providers need help in understanding and navigating the maze of regulatory and administrative requirements. Managers, on the other hand, need a mechanism to convey operational guidance to staff and contractors and ensure departmental compliance with laws, regulations and standards. They need tools to direct and control the rapid pace of change. This is where Lowers & Associates (L&A) can help in building Standard Operating Procedures (SOP's) - written guidelines that explain what is expected and required of service personnel in performing their jobs. A comprehensive set of SOP's defines in significant detail how an organization intends to operate.

L&A's well-designed SOP's can help fill many needs. For individual workers, SOP's clarify job requirements and expectations in a format that can be readily applied on the job. They explain in detail what the department wants them to do in the situations they are most likely to encounter. The result is improved safety, performance, and morale. For department managers, the advantages are equally great. SOP's provide a mechanism to identify needed changes, articulate strategies, document intentions, implement regulatory requirements, enhance training, and evaluate operational performance. The result is improved operational efficiency, greater accountability, and reduced liability. Organizations that choose to ignore SOP's are increasingly vulnerable to accidents, lawsuits, unnecessary costs, personnel problems, and damage to their professional image.

L&A has built comprehensive SOP's for a number of high risk industries (armored car companies, banks, casinos, manufacturers, etc.), and has developed audit procedures to ensure compliance with these SOP's. From detailing work flows and forms to training personnel in policies and procedures, L&A is able to make a profound impact on an organization's ability to meet current and future challenges.

Call us today for a confidential discussion about how Lowers & Associates can create, improve, or monitor your Standard Operating Procedures.