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Our Business

1. Introduction

This Standard Operating Procedure Manual outlines all the ‘Rules and Guidelines’ of our business. As an employee, you are required to follow these rules and guidelines. You should read this document in its entirety and follow these guidelines in your daily work.

1. Mission Statement

**Our Mission Statement:**

 ***“At Company , we strive to provide
distinctive quality and unequalled customer service
as we aim to gain the respect and trust of our
customers, suppliers and partners.”***

**Our Mission Statement:**

 ***“At Company , we strive to provide value-added services to our
customers by creating a successful partnership with them.
Our pledge is to establish lasting relationships with our customers
by exceeding their expectations and gaining their trust through
exceptional performance by every member of the our team.”***

**Our Mission Statement:**

 ***“At Company , we strive to be the most honest and
 ethical trade partner of choice. To provide superior service to our customers and foster a work environment that encourages new ideas, new innovations and growth.”***

**Our Mission Statement:**

 ***“At Company , our mission is to be the best at
 identifying, qualifying and delivering solutions and services that
enhance our customers bottom line.***

**Our Mission Statement:**

 ***“At Company , we strive to combine aggressive strategic marketing
with quality products and services at competitive prices
to provide the best value for our customers.***

**Our Mission Statement:**

 ***“At Company , we aim to be the best at what we do
and deliver the best each and every time we do it.***

**Our Mission Statement:**

 ***“At Company , we are passionate about “specify” and love what we do. As a result we aim to be the leader in our industry and strive everyday to achieve this.***

**Our Mission Statement:**

 ***“At Company , we foster strong relationships
and build our business around this.***

**Our Mission Statement:**

 ***“At Company , we continually aim to be the industry leader and continue to pursue innovation, excellence and quality through everything we are involved in.***

**Our Mission Statement:**

***To advance the profession of “specify” in the service of the shareholders’ interests and to provide leadership in the area of “specify”***

1. Company Vision

The Company Vision is to be a leader in Name.

**"great people doing great things"
"protecting and promoting the environment and healthy lifestyles”
“Business sustainability is core to what we do”**

If we don't have Clients - we don't have a Business or a Job

**Client Fulfillment**Client Fulfillment is our Goal for each and every Client.

How do we best serve our clients?

How do we manage expectations and keep our clients happy?

How can we ensure that at the end of each project, we have inspired “raving fans” eager to spread the word about our exceptional skills, talents and remarkable customer service?

These are our aims to survive in a competitive commercial environment.

We aim to deliver to our Clients and Customers efficiently, honestly and to an international high standard - to the best of our abilities.

At Company we have adopted a set of core values that guide our behaviour which underpins our business and sets the foundation for who we are, how we operate and how we treat others.

These values are important to us and we value them particularly when times get tough. They keep us focused on what is important as we continue to grow.

Refer to our values below.

1. Our Values

Our employees are the most valued assets of our company, and are essential participants with a responsibility of fulfilling the same mission. We recognize that the motivation and performance of our employees are the key factors in achieving success.

We strive to provide a network to allow our team to articulate their skills and market themselves effectively. Our goals are accomplished by a commitment from every employee. The following values are what we aim to achieve every day.

**Integrity**

* We act responsibly with honesty and we are trustworthy.
* We do what we say we are going to do.
* We operate with transparency and build relationships through team work, hard work and effective and regular communication.

Respect

* We treat each other with respect.
* We offer constructive solutions when we complain. If we have a complaint - we also offer a solution.

Client Service

* We understand that our Clients pay our wages and our bills and provide the opportunity for us to operate our business.
* We provide awesome service to our Clients.
* We strive to provide a high level of accuracy in our output to reduce liabilities and ensure the end result is of international standard.
* This is a commitment as a team and our only way of doing business. We understand that this commitment gives our business the best chance of continued growth and prosperity.
* We give customers a good, fair deal. Great customer relationships take time. We do not try to maximize short term profits at the expense of building those enduring relationships.
* We always look for ways to make it easier for customers to do business with us.
* We respond to customers in an urgent manner to show them that we are working as hard as possible to complete their requests.
* We communicate daily with our customers. If they are talking to us then they are less likely to be talking to our competition.
* We don't forget to say thank you.
* We put our Clients first.

**Teamwork**

* We aim to have fun at work and enjoy what we do.
* We participate and enjoy working together as a team to achieve a common goal.
* We choose to over-communicate rather than under communicate.
* We ask good questions of ourselves and others to get good answers.
* We are sensitive to each other's goals and interests, and we strive to ensure our mutual success.
* We perform our tasks in an accurate, fast and efficient manner and get our jobs completed to the best of our abilities utilizing the Procedure Manual and checklists to achieve this.
* We strive to pursue the best cost effective innovative solution to each and every project we complete and create seamless integration with other consultants to ensure excellent project results.

Actions

* We are proactive not reactive.

Innovation and Progress

* We strive to learn something new every day.
* We are not afraid to make mistakes and stretch our own limits.
* We change - we see change for the growth opportunity it brings.
* We are innovative and risk-taking to drive our business growth.
* Ideas are encouraged.
* We act in a boundary less fashion, always searching and applying the best ideas regardless of their source.
* We are passionate about innovation and passing this on to our customers and partners.

Individual Goals

* We make a commitment to our work and to ourselves.
* We take responsibility for our results and our own future.
* We take responsibility to complete our role accurately in accordance with checklists and the procedure manual.
* We know our rewards and successes in the future are directly linked to the actions and commitments we make today.
* We work hard and get rewarded after putting effort in and not the other way around.

**End of Sample of the Standard Operating Procedure Template.**

Thank you for downloading.

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**POLICY**

**Code of Conduct**

**AIM**Company is committed to providing a positive work environment and an expectation that all our employees will represent our company with integrity.

**APPLICABILITY**This policy is applicable to groups and individuals listed below.

|  |  |
| --- | --- |
| Includes | Excludes |
| Management | Management |
| Non-Executive Directors | Non-Executive Directors |
| Executive Directors | Executive Directors |
| Managing Directors | Managing Directors |
| Directors | Directors |
| Supervisors | Supervisors |
| Employees | Employees |
| Contractors | Contractors |
| Sub-Contractors | Sub-Contractors |
| Visitors | Visitors |
| All Employees | All Employees |

 **POLICY**Company staff will represent our company with integrity and professionalism in all interactions with other company staff, our vendors, customers, contractors and in the community.

Company will ensure the uniform implementation of this Code of Conduct Policy to foster an ideal of fairness and community.

Company will follow all laws and honour our agreements in an ethical manner.

**DISIPLINARY ACTION**A person who is found to break the code of conduct will be subject to disciplinary action which could include immediate suspension of their employment or immediate termination of their employment.

All employees are required to participate in code of conduct training and this training will include information about appropriate behaviour in the workplace.

**RETALIATION**
Company prohibits anyone from retaliating against employees because they have filed a Code of Conduct Policy complaint or have cooperated in any way in the investigation of a complaint.
 **ACCOUNTABILITIES**The following table identifies accountabilities for relevant parties.

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