

# DEVELOPING POLICIES, PROCEDURES & STANDARD OPERATING GUIDELINES (SOPS)

““Creating Clear, Compliant, and Actionable Documents to Drive Operational Excellence and Accountability””

## Schedule

| Date             | Venue       | Fees (Face-to-Face)   |
|------------------|-------------|-----------------------|
| 19 - 23 Apr 2026 | Doha, Qatar | USD 3495 per delegate |

► **Available delivery methods:** Face-to-Face & Online Training

## Introduction

Well-structured policies, procedures, and standard operating guidelines (SOPs) form the foundation of operational consistency, compliance, and performance. Yet, many organizations struggle to draft documents that are clear, relevant, and aligned with organizational goals. Poorly written or outdated SOPs create risk, confusion, and inefficiency across departments.

This comprehensive 5-day course equips professionals with the skills and tools to develop and manage high-quality policies, procedures, and SOPs. It emphasizes clarity, structure, regulatory alignment, and user engagement to support both strategic direction and day-to-day operations.

## Objectives

By the end of this course, participants will be able to:

- Understand the differences and relationships between policies, procedures, and SOPs
- Apply best practices in drafting, formatting, and structuring operational documents
- Align documentation with regulatory, quality, and strategic requirements
- Facilitate stakeholder reviews, approvals, and implementation processes
- Establish a document control system for versioning, access, and updates

## Why Attend

- Gain practical skills to write clear, actionable, and compliant documents
- Reduce risks caused by ambiguity, non-compliance, and outdated procedures
- Improve internal communication and cross-functional clarity
- Learn how to create SOPs that support audits, onboarding, and quality assurance
- Enhance operational efficiency and organizational learning

## Target Audience

This program is designed for:

- Policy and procedure writers and reviewers
- Department heads and operations managers
- Quality assurance and internal audit teams
- HR, compliance, and governance professionals
- Anyone responsible for maintaining organizational documentation

## Individual Benefits

Key competencies that will be developed include:

- Technical and business writing for clarity and action
- Structuring and formatting professional documents
- Document lifecycle management and change control
- Cross-functional coordination and stakeholder alignment
- Compliance alignment with ISO, internal standards, and regulations

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Consistent and standardized processes across departments
- Improved readiness for audits, certifications, and inspections
- Clear accountability and role-based guidance
- Enhanced knowledge retention and business continuity
- Reduced operational risk and improved process efficiency

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Policy hierarchy, governance, and alignment
- Case Studies - Real-life successes and failures in documentation
- Workshops - Writing exercises, formatting sessions, and peer review
- Peer Exchange - Review and feedback on participant documents
- Tools - Templates for policies, procedures, SOPs, and document control logs

## Course Outline

**Training Hours: 07:30 AM - 03:30 PM** Daily Format: 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

### Day 1: Foundations of Policy and SOP Development

- Module 1: Defining Policies, Procedures, and SOPs (07:30 - 09:30) • Purpose and structure of each document type • The role of documentation in governance and operations
- Module 2: Policy and SOP Lifecycle (09:45 - 11:15) • From creation to retirement • Stakeholder roles in drafting and approval
- Module 3: Workshop - Policy Structure and Mapping (11:30 - 01:00) • Draft a policy outline based on organizational need

### Day 2: Writing with Clarity and Purpose

- Module 4: Writing Guidelines and Language (07:30 - 09:30) • Plain language, tone, and action-oriented writing • Avoiding jargon and ambiguity
- Module 5: Formatting and Visual Standards (09:45 - 11:15) • Headers, numbering, version control, and references • Use of flowcharts, forms, and visuals
- Module 6: Workshop - Drafting a Procedure (11:30 - 01:00) • Convert a process into a clear, structured procedure

### Day 3: SOP Development and Process Integration

- Module 7: SOP Development Standards (07:30 - 09:30) • ISO, quality, and regulatory alignment • Process mapping as a base for SOPs
- Module 8: Process Ownership and Controls (09:45 - 11:15) • Linking SOPs to roles and responsibilities • Escalation points and exception handling
- Module 9: Workshop - Creating a Full SOP (11:30 - 01:00) • Draft an SOP using provided templates and flow diagrams

### Day 4: Review, Approval, and Implementation

- Module 10: Review and Sign-off Protocols (07:30 - 09:30) • Internal review workflows and cross-functional input • Legal, regulatory, and executive approval
- Module 11: Communication and Training Strategies (09:45 - 11:15) • Launching and embedding new SOPs • Staff onboarding, coaching, and assessments
- Module 12: Workshop - SOP Rollout Plan (11:30 - 01:00) • Develop a communication and training plan for a new SOP

### Day 5: Document Control and Governance

- Module 13: Document Management Systems (07:30 - 09:30) • Version control, access rights, and archiving • Policy management platforms and audit trails
- Module 14: Auditing and Continuous Improvement (09:45 - 11:15) • KPI monitoring and review cycles • Lessons learned and document updates
- Module 15: Final Workshop - Document Audit Simulation (11:30 - 01:00) • Conduct a mock review of documentation compliance and currency

## Certification

Participants will receive a Certificate of Completion in Developing Policies, Procedures & Standard Operating Guidelines (SOPs), validating their expertise in drafting, managing, and implementing professional documentation to support operational excellence and compliance.

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