

What is an SOP?

A standard operating procedure is a set of instructions covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness.

Why do we need SOPs?

There are many reasons to write SOPS. The top ones include:

1-To ensure that approved procedures are followed in compliance with governing rules, by-laws or other requirements. Well-written SOPs help ensure that any governing requirements are satisfied. They also demonstrate a company's good-faith intention to operate properly.

2-To serve as a training document for teaching users about the process for which the SOP was written. Thorough SOPs can be used as the basis for providing standardized training for employees or volunteers new to a particular position, those that are cross training who serve as a back-up for the primary person, and for those who need re-training.

3-To serve as a checklist to reinforce proper performance. When the proper procedures are outlined in a good SOP, colleagues can coach one another to help improve processes and skills.

4-To serve as a checklist for auditors. SOPs serve as a strong basis for review of processes and controls.

5-To serve as an historical record of the how, why and when of steps in an existing process so there is a factual basis (not hearsay) for revising those steps when a process or equipment are changed. As people move from job to job within and between companies, unwritten knowledge and skills disappear from the workplace. Properly maintained written SOPs can chronicle the best knowledge that can serve new workers when others move on.

6-To ensure that operations are performed consistently to maintain quality control of processes and products;

7-To ensure that processes continue uninterrupted and are completed on a prescribed schedule;

8-To ensure that no failures occur in processes that would harm anyone in the surrounding community; and

9-To serve as an explanation of steps in a process so they can be reviewed in accident investigations.

What SOPs exist today?

To-date the AMHA board has approved the following SOPs:

- 1 Director/Staff Relations
- 3 Document ID & Retention
- 4 Litigation Committee
- 6 Professional Service Provider Contacts by Board Members
- 7 AMHA Board Expense Reimbursement Policy
- 8 Audio & Visual Recordings at AMHA Meetings
- 10 Internal Control Audit Procedure
- 11 Board Meeting Opening Remarks
- 12 Creation, Distribution, & Posting of Minutes from AMHA BOD Meetings
- 13 Working Committee Functions & Structure
- 14 Notice of Special/Emergency Board Meeting
- 15 Bylaw 2.2 Detail
- 16 Election Inspector Duties

- 17 Election Recount Policy
- 18 Review of Voter List
- 19 Informing Members of Bylaw Changes
- 20 Committee Meeting Schedule
- 22 Agenda for Annual Meeting of Members

Please note that missing numbers denote SOPs that are underdevelopment but have not been approved.