SSOP II

SSOP Manual Module 7

Review, Testing, Approval, Training and Implementation of New SSOPs

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7.1 Review and Testing

- SSOPs should be reviewed by someone who has the appropriate training and experience with the task

- The reviewer submits their comments to the author of the SSOP, who is responsible for incorporating comments into a revised version

- As part of the validation process, the revised SSOP should be tested by a person other than the original writer to ensure it performs as expected.

- In addition, it may be useful to have a person not familiar with the work to follow the steps of the SSOP

- For each review, the person should test the SSOP by performing each step exactly as it is described

7.2 Approval

▶ After the review and revision of a new SSOP or a revision of an existing SSOP, the SSOP must be approved as described in the agency's procedures or in the agency's SSOP for preparation of SSOPs

▶ Generally the immediate supervisor, section or branch chief, or a person who knows the agency's SSOP process provides the final review and approval for each SSOP

▶ Signature approval indicates that an SSOP has been both reviewed and approved by management

7.3 Distribution, Training, and Implementation

▶ Each agency should have an established documented process (either as a SSOP or another document) describing how the new or revised SSOP is distributed and implemented

▶ Often there must be a process to explain the purpose of the SSOP, training needed, and implementation date

These are explained as follows:

▶ Purpose of SSOP. As part of the training or through discussions with each person who will use the SSOP, the purpose of the SSOP and how it fits into the overall area of the EWS that the agency is dealing with should be stated

7.3 Distribution, Training, and Implementation (continued)

▶ Training. Implementation of a new SOP often requires training or retraining for everyone to ensure everyone understand and can complete the procedures in the same way and with the same high level of quality.   The trainer should explain and demonstrate both why and how each step in the SSOP is performed and then give the learner a chance to practice. The trainer can also share the reasons why procedures must be performed correctly. People are much more likely to follow procedures exactly when they understand why they are important. In addition, sharing the "why" demonstrates that you care about the workers and it helps to improve the worker's job knowledge.

▶ Implementation Date. The distribution and implementation documentation should include the implementation date with a statement that says that after the implementation date these procedures in the SOP are mandatory to maintain the same high quality of service regardless of who is performing the task.

7.4 Follow-up

▶ Several months following the SSOP implementation, a review should be conducted to ensure people understand and use the SSOP. If the SSOP is not being used correctly or individuals' evaluations indicate a problem, an analysis of the reasons should be done and changes made as necessary. Findings of the review process may be documented for future reference and used to improve the SSOP process.

Thank You

Any Questions???