One-Page SOP

Print it, put it in a plastic sleeve, stick it where the work happens

LoftyBiz
loftybiz.net

Task	SOP owner	Version / date	Where it is saved

1 Standard for "done" (what finished looks like)

2 Steps (short, each starting with a verb)

#	Do this	Why (for steps people skip)	Photo
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

3 What makes results vary, and how we fix it

Variable (e.g. different soap)	Fix (e.g. one brand only)

4 Training sign-off (3 runs in a row, no corrections)

Name: _____ Run 1 [ ] Run 2 [ ] Run 3 [ ] Signed off by: _____ Date: _____

Name: _____ Run 1 [ ] Run 2 [ ] Run 3 [ ] Signed off by: _____ Date: _____

Examples only; results vary. General business education, not financial, legal or tax advice.
Free tool from LoftyBiz. More free tools and Systex (our own product): loftybiz.net

Example: Full Wash of One Car

Ronald's car wash, Westlands (illustrative)

LoftyBiz
loftybiz.net

Task	SOP owner	Version	Saved
Full wash of one car	Peter (senior worker)	v1, after recording Ronald	Wall + shared folder

1 Standard for "done"

No water spots on glass. Wheels with no visible brake dust. Seats dry.

2 Steps

1	Park the car and check for existing scratches; note them with the customer.	
2	Rinse the whole car, roof down.	Why: Dirt runs downward.
3	Clean wheels and tyres with the wheel brush only.	Why: Wheels first, so dirt doesn't splash onto clean paint; brake dust stays off the paint.
4	Wash with soap, top to bottom, using the two-bucket method.	
5	Rinse again.	
6	Dry with clean microfibre cloths, never the floor cloth.	
7	Clean windows inside and out with the glass cloth.	
8	Final walk-around check against the "done" standard.	
9	Show the customer.	

3 Photos to add

A finished wheel (no brake dust) · which cloth is which (wheel brush, microfibre drying cloths, glass cloth, floor cloth) · a streak-free window. Number each photo to match its step.

4 Variables and fixes

Different soap	One brand of soap
Worn-out cloths	Replace cloths every month
Rushed worker at busy times	A second worker on Saturday afternoons

Ronald, Peter and the results (complaints from about 8 a week to 1 or 2 after a month) are illustrative. These are examples, not promises. Results vary.

5 Pick the task

Done often	Matters to customers	Goes wrong when you're away

Examples: restaurant - opening the kitchen in the morning; salon - welcoming and checking in a client; car wash - the full wash of one car. Don't start a 50-page manual: start with one task.

6 Capture it

[ ] Do the task yourself, normally, while a worker films you on a phone. Explain what you do and why, out loud.

[ ] Turn the recording into a numbered checklist: short steps, each starting with a verb.

[ ] Add a standard for "done", the reason behind steps people skip, and photos.

[ ] Fix the things that make results vary (supplies, equipment, staffing at busy times).

[ ] Team doesn't read English well? More photos, fewer words, numbered to match the steps, or keep the phone video in the language your team speaks every day.

[ ] One page. Print it, plastic sleeve, on the wall where the work happens; also on a shared phone or one shared folder.

7 Train it in three moves

1 You show	2 They do, you watch	3 Repeat
follow the checklist, point at each step	don't take over; go through the checklist after	3 clean runs in a row = signed off

Correct the step, not the person. If people resist: "This isn't because you're doing badly. It's so that new people can do it as well as you, and so the business can grow and pay everyone better." Better still, ask your best worker to help write it.

8 Keep it alive

Something went wrong? Which step was missing, unclear or skipped?
Missing or unclear -> update the SOP the same day. Skipped -> retrain.

[ ] Give each SOP an owner (your most experienced worker) who keeps it accurate and suggests improvements.

[ ] Weekly spot check: 3 random jobs against the "done" standard. Track complaints.

[ ] Add the next most important task: one new SOP every week or two.

9 Do this this week

[ ] Pick one task [ ] Record yourself doing it, explaining out loud [ ] One-page numbered checklist with a done standard, reasons and photos [ ] Train one person: show, watch, repeat

Examples only; results vary. General business education, not financial, legal or tax advice.
Free tool from LoftyBiz. More free tools and Systex (our own product): loftybiz.net