

OPERATIONS & DELIVERY

MODULE 13

Daily Operations & SOP Development

Consistency isn't boring. It's the foundation of everything brilliant.

What You'll Learn

Lesson 1

Building Your Operational Rhythm

Lesson 2

Creating SOPs That Are Actually Followed

Building Your Operational Rhythm

- The daily rhythm: pre-opening walkround, morning briefing, midday check, end-of-day review
- The weekly rhythm: Monday KPIs, Wednesday trading check, Friday readiness
- The monthly rhythm: financial review, stock take, one-to-ones, training
- Making the rhythm automatic, not aspirational

LESSON 2

Creating SOPs That Are Actually Followed

- One page maximum. Active voice. Numbered steps.
- Accessible: if your team can't find it in 30 seconds, it doesn't exist
- Co-created: involve the team and they'll own it
- Laminated cards, QR codes, digital tablets — make the right way the easy way

KEY CONCEPT



The best SOP in the world is useless if your team can't find it in 30 seconds, can't understand it in 60 seconds, and didn't help write it.

PRACTICAL EXERCISE

Apply What You've Learned

Map your complete daily, weekly, and monthly operational rhythm. Write one SOP using the simple/accessible/co-created framework. Implement the rhythm for 30 days and log what worked.

LEARNING OUTCOMES

By completing this module, you will be able to:

- 1 Design a daily, weekly, and monthly operational rhythm
- 2 Write concise, accessible SOPs that teams will actually follow
- 3 Facilitate SOP development workshops with team members
- 4 Implement accountability systems for operational standards

Required Submissions

Operational Calendar

Complete rhythm document with ownership assignments.

SOP Portfolio

Three SOPs using the framework, one co-created with a team member.

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Module 13 Complete

Next: Module 14