

SOP & PROCEDURES SELF-CHECK

What happens when your best person leaves?

A 2-minute, 10-point self-check for small operators.

Most small businesses run on memory — the way things get done lives in a few people's heads. That works right up until someone's away, leaves, or does it their own way. Written procedures turn 'the way Dave does it' into 'the way it's done'. Here are ten signs your business runs on a system, not on memory.

Tick each statement you can honestly answer YES to today.

- If your most experienced person left tomorrow, the work would still get done the same way.
- Your critical tasks are written down — not just known by whoever usually does them.
- A new starter is trained from a documented procedure, not by following someone around.
- Your high-risk jobs have a written hazard assessment (JHA) that people actually use.
- When a procedure changes, there's one updated version — not three floating around.
- Your documents carry a date and a version, so you know which is current.
- You could hand an auditor your procedures and records without a scramble.
- The procedures match how the work is really done — not an ideal version no one follows.
- Records (training, maintenance, checks) are kept consistently, not when someone remembers.
- Someone owns keeping the documents current as the work changes.

YOUR SCORE — count your ticks

8–10	<p>Documented</p> <p>You're running on a system — keep it current as the work changes; stale procedures are the usual weak point.</p>
5–7	<p>Part-documented</p> <p>The gaps are where the risk sits — the task only one person can do, the version no one's sure about. A focused sprint closes them.</p>
0–4	<p>Running on memory</p> <p>You're one resignation away from a problem. The good news: it's all writable down, starting with what matters most.</p>

The next step

This self-check tells you **where** you stand. A short conversation tells you which procedures you're missing, which are out of date, and where to start — whether that's a single document or a full system.

Book a call → info@fixingprocesses.com · 0431 195 889