

# SOP CREATION WORKBOOK

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**CHEMIST**  
THE COMMUNITY PHARMACY GROWTH KIT





## WELCOME!

Standard Operating Procedures (SOPs) are essential for running a consistent, efficient, and compliant pharmacy. This workbook will guide you in creating SOPs tailored to your business, ensuring your team knows how to handle key processes. By the end, you'll have actionable SOPs ready for implementation.

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## IDENTIFYING KEY PROCESSES

**Instructions:** List three critical processes in your pharmacy that require standardization. Prioritize them based on impact and urgency.

| Process Name | Why It Needs an SOP | Priority (High/Medium/Low) |
|--------------|---------------------|----------------------------|
| 1.           |                     |                            |
| 2.           |                     |                            |
| 3.           |                     |                            |





## DEFINING SOP OBJECTIVES

**Instructions:** Clearly define the purpose of each SOP and its expected outcome.

| Process Name | Purpose of SOP | Desired Outcome |
|--------------|----------------|-----------------|
| 1.           |                |                 |
| 2.           |                |                 |
| 3.           |                |                 |



## WRITING YOUR SOP

**Instructions:** Outline the step-by-step process for each SOP in a structured manner.

### SOP Template

**Process Name:** \_\_\_\_\_

**Department/Team Responsible:** \_\_\_\_\_

**Step 1:** \_\_\_\_\_

**Step 2:** \_\_\_\_\_

**Step 3:** \_\_\_\_\_

**Step 4:** \_\_\_\_\_

**Step 5:** \_\_\_\_\_

**Expected Outcome:** \_\_\_\_\_

(Copy and use this format for each SOP you create.)



## ASSIGNING RESPONSIBILITIES

**Instructions:** List the people responsible for implementing and maintaining each SOP.

| SOP Name | Responsible Person(s) | Training Required? (Yes/No) |
|----------|-----------------------|-----------------------------|
| 1.       |                       |                             |
| 2.       |                       |                             |
| 3.       |                       |                             |



## COMPLIANCE & SECURITY

**Instructions:** Ensure your SOPs align with regulations and safety guidelines.

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## TESTING & IMPROVING

**Instructions:** Run a test with your team and note feedback for improvements.

| SOP Name | Tested By | Feedback | Changes Needed? |
|----------|-----------|----------|-----------------|
| 1.       |           |          |                 |
| 2.       |           |          |                 |
| 3.       |           |          |                 |



## IMPLEMENTATION

**Instructions:** Develop a clear rollout plan for your SOPs.

| SOP Name | Implementation Date | Training Plan | Review Date |
|----------|---------------------|---------------|-------------|
| 1.       |                     |               |             |
| 2.       |                     |               |             |
| 3.       |                     |               |             |



## SOP TEMPLATE

Use this template for SOPs in your pharmacy.

**SOP Title:** \_\_\_\_\_

**Purpose:** \_\_\_\_\_

**Scope:** \_\_\_\_\_

**Responsible Person(s):** \_\_\_\_\_

**Step-by-Step Process:**

1.

2.

3.

4.

**Compliance & Safety Notes:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_

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## COMMON SOP MISTAKES TO AVOID

- ✓ Overcomplicating processes – keep it simple and clear.
- ✓ Not involving staff – ensure buy-in from those who use the SOPs daily.
- ✓ Failing to update – schedule regular reviews to keep SOPs relevant.
- ✓ Lack of training – an SOP is only effective if staff **understand and use it.**

### Next Steps

Congratulations! You've taken the first step toward systemizing your pharmacy. Keep refining your SOPs, ensure proper training, and schedule regular updates. A well-documented pharmacy is a more efficient, compliant, and scalable pharmacy!

### PS:

Download [The Chemist App](#) today for exclusive discounts tailored to grow your pharmacy!