

# SOSP SOP Structure Template

Language-Light SOP Design. Five sections. Color-coded. Visual cues over prose. Designed to work across language gaps.

<b>01</b>	<p><b>PURPOSE</b> <i>Why this process exists</i> Complete in 1-2 sentences. If you need more, the scope is too broad.</p>
	<p><b>Outcome this process produces:</b> _____  <b>Business goal it supports:</b> _____  <b>Who depends on this output:</b> _____</p> <p>♦ If the team can't answer 'why does this process exist?', they can't make good judgment calls when something unexpected happens.</p>

<b>02</b>	<p><b>TRIGGER</b> <i>What initiates this process</i> Be specific: 'when X happens' or 'every Monday by 9am'; not 'regularly' or 'as needed'.</p>
	<p><b>This process starts when:</b> _____  <b>Who is responsible for starting it:</b> _____  <b>Frequency / deadline:</b> _____</p> <p>♦ A process without a clear trigger relies on someone remembering. That is not a system.</p>

<b>03</b>	<p><b>STEPS</b> <i>Numbered actions with named owners</i> Each step must have exactly one named owner. Owner = a person's name, not a role title.</p>																		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #c85135; color: white;"> <th style="width: 10%;">STEP</th> <th style="width: 60%;">ACTION</th> <th style="width: 30%;">OWNER (NAME)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">01</td> <td>[Write the action here]</td> <td>[Name]</td> </tr> <tr> <td style="text-align: center;">02</td> <td>[Write the action here]</td> <td>[Name]</td> </tr> <tr> <td style="text-align: center;">03</td> <td>[Write the action here]</td> <td>[Name]</td> </tr> <tr> <td style="text-align: center;">04</td> <td>[Write the action here]</td> <td>[Name]</td> </tr> <tr> <td style="text-align: center;">05</td> <td>[Write the action here]</td> <td>[Name]</td> </tr> </tbody> </table> <p>♦ Owner = a person's name, not a role title. If two people share ownership, no one owns it.</p>	STEP	ACTION	OWNER (NAME)	01	[Write the action here]	[Name]	02	[Write the action here]	[Name]	03	[Write the action here]	[Name]	04	[Write the action here]	[Name]	05	[Write the action here]	[Name]
STEP	ACTION	OWNER (NAME)																	
01	[Write the action here]	[Name]																	
02	[Write the action here]	[Name]																	
03	[Write the action here]	[Name]																	
04	[Write the action here]	[Name]																	
05	[Write the action here]	[Name]																	

<b>04</b>	<p><b>DECISION POINTS</b> <i>Explicit: If X &gt;&gt; then Y</i> Write at least 3 IF/THEN rules. Include at least 1 escalation path.</p>																				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; background-color: #4b0082; color: white; text-align: center;"><b>IF</b></td> <td style="width: 40%;">Normal case / expected outcome</td> <td style="width: 10%; text-align: center;">&gt;&gt;</td> <td style="width: 15%; background-color: #4b0082; color: white; text-align: center;"><b>THEN</b></td> <td style="width: 20%;">Continue to next step</td> </tr> <tr> <td style="background-color: #4b0082; color: white; text-align: center;"><b>IF</b></td> <td>Variation within acceptable range</td> <td style="text-align: center;">&gt;&gt;</td> <td style="background-color: #4b0082; color: white; text-align: center;"><b>THEN</b></td> <td>Handle per Step ____ rules</td> </tr> <tr> <td style="background-color: #4b0082; color: white; text-align: center;"><b>IF</b></td> <td>Unexpected issue or complaint</td> <td style="text-align: center;">&gt;&gt;</td> <td style="background-color: #4b0082; color: white; text-align: center;"><b>THEN</b></td> <td>Escalate to: _____</td> </tr> <tr> <td style="background-color: #4b0082; color: white; text-align: center;"><b>IF</b></td> <td>Cannot complete within deadline</td> <td style="text-align: center;">&gt;&gt;</td> <td style="background-color: #4b0082; color: white; text-align: center;"><b>THEN</b></td> <td>Notify: _____</td> </tr> </table> <p>♦ Every decision point that isn't documented becomes a moment where the team either guesses or escalates to the founder.</p>	<b>IF</b>	Normal case / expected outcome	>>	<b>THEN</b>	Continue to next step	<b>IF</b>	Variation within acceptable range	>>	<b>THEN</b>	Handle per Step ____ rules	<b>IF</b>	Unexpected issue or complaint	>>	<b>THEN</b>	Escalate to: _____	<b>IF</b>	Cannot complete within deadline	>>	<b>THEN</b>	Notify: _____
<b>IF</b>	Normal case / expected outcome	>>	<b>THEN</b>	Continue to next step																	
<b>IF</b>	Variation within acceptable range	>>	<b>THEN</b>	Handle per Step ____ rules																	
<b>IF</b>	Unexpected issue or complaint	>>	<b>THEN</b>	Escalate to: _____																	
<b>IF</b>	Cannot complete within deadline	>>	<b>THEN</b>	Notify: _____																	

<b>05</b>	<p><b>OUTPUT STANDARD</b> <i>What 'complete' looks like: specific, measurable, verifiable</i> If you cannot fill in all 5 rows specifically, the SOP is not ready to deploy.</p>															
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; background-color: #1a3d54; color: white; text-align: center;"><b>QUALITY</b></td> <td style="width: 40%;">What does a correct output look like?</td> <td style="width: 45%;">Describe specifically, avoid 'good' or 'proper'</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;"><b>TIMING</b></td> <td>By when must this be completed?</td> <td>Specific date/time or trigger</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;"><b>FORMAT</b></td> <td>What tool / platform / template?</td> <td>Name the exact system</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;"><b>PROOF</b></td> <td>How is completion confirmed or logged?</td> <td>Who sees it? Where is it recorded?</td> </tr> <tr> <td style="background-color: #1a3d54; color: white; text-align: center;"><b>REVIEWER</b></td> <td>Who checks this and how often?</td> <td>Name + frequency</td> </tr> </table> <p>♦ This is Layer 2 of the 3-Layer Communication Model. Without it, 'done' means different things to different people.</p>	<b>QUALITY</b>	What does a correct output look like?	Describe specifically, avoid 'good' or 'proper'	<b>TIMING</b>	By when must this be completed?	Specific date/time or trigger	<b>FORMAT</b>	What tool / platform / template?	Name the exact system	<b>PROOF</b>	How is completion confirmed or logged?	Who sees it? Where is it recorded?	<b>REVIEWER</b>	Who checks this and how often?	Name + frequency
<b>QUALITY</b>	What does a correct output look like?	Describe specifically, avoid 'good' or 'proper'														
<b>TIMING</b>	By when must this be completed?	Specific date/time or trigger														
<b>FORMAT</b>	What tool / platform / template?	Name the exact system														
<b>PROOF</b>	How is completion confirmed or logged?	Who sees it? Where is it recorded?														
<b>REVIEWER</b>	Who checks this and how often?	Name + frequency														