



STANDARD OPERATING PROCEDURE

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ONE STOP SHOP SANITATION SERVICE (BUSINESS PLAN DEVELOPMENT)

1. PURPOSE

This procedure is specifically aimed to organize the steps in business planning activity for one stop shop sanitation services, so that they can be implemented consistently and well-planned according to the target.

This is the **fourth part** of a complete SOP files which are aimed as references used by the ENTREPRENEUR (including Sanitarian who wants to be or are working as an entrepreneur in sanitation business), which consist of several SOP documents as follow:

Business Process Map of One Stop Shop Sanitation Services as a simple visualization of the whole process flow of this sanitation business (filename:@2 **Business Process Map One Stop Shop Sanitation.pdf**)

The **first part** of SOP that explains procedures of **one-stop** shop sanitation services from developing social map, triggering and product introduction until order processing (filename:01_SOP **one shop sanitation social map until order.docx**).

The **second part** of SOP that explains procedures of one-stop shop sanitation services from receiving order, materials preparation, construction, until handover (filename:02_SOP **one shop sanitation WSP construction.docx**).

The **third part** of SOP that explains procedures of one-stop shop sanitation services on how an entrepreneur and the customers could select different type of payment methods until the final payment process (filename:03_SOP **one shop sanitation WSP payment.docx**).

The first, second, and third part of SOP are part of the business cycle while the fourth part of SOP is the process that need to be done prior to starting the business.

The **fourth part** of SOP that explains procedures of one-stop shop sanitation services for a new entrepreneur to prepare the sanitation business. This SOP is a prerequisite for starting a new business, which means in term of value stream this SOP is not part of the common Business Process Map cycle (filename:04_SOP **Business Plan.docx**).

Customer Service Sop Template

RJ Shavelson



Customer Service Sop Template:

Decoding **Customer Service Sop Template**: Revealing the Captivating Potential of Verbal Expression

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