

4-Step SOP Creation Procedure

This tool is designed to help you build more effective procedures in your business. When you follow these steps, you will realize that many of the policies and procedures companies adopt are actually directed towards solving symptoms rather than solving problems at their root cause.

If you think about it, even some of the job roles in a typical collision repair center are created to "fight fires." For example, when you really study the role of a typical production manager, they spend precious hours solving problems that should not exist in the first place!

Collision shops leaders will eventually discover that there are only a small handful of "critical to quality" tasks that when done consistently will create a cascade effect where symptomatic problems disappear on their own. Proper repair planning, good communication systems, parts mirror matching are all great examples of systems that solve most other symptomatic problems. In addition, proper WIP management and scheduling make all good systems possible.

4-STEP SOP CREATION PROCEDURE

1. Ask 'What is the problem we are trying to solve?'

2. Perform '5 Why Exercise' to identify the problem's root cause. Sometimes you may reach the root cause before you get to 5 and, in rare situations, you may need more than 5.

Problem from step 1:

Why #1 _____

Why #2 _____

Why #3 _____

Why #4 _____

Why #5 (Root cause is...) _____

3. Identify solution to root cause problem:

4. Deploy "Critical to Quality" steps that will solve the problem:
