



#LIFEJUSTGOTEASIER

# STANDOUT SOPs



GET YOUR ORGANISATION'S  
STANDARD OPERATING PROCEDURES  
**SEEN, UNDERSTOOD & ACTIONED**



**EMPIRE**  
Virtual SUPPORT

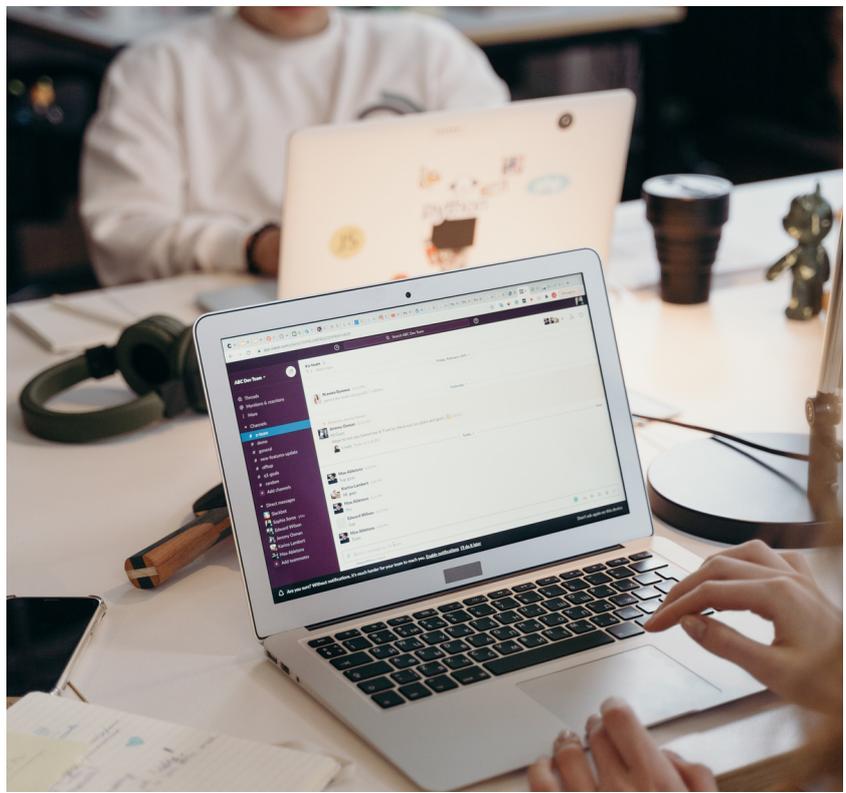
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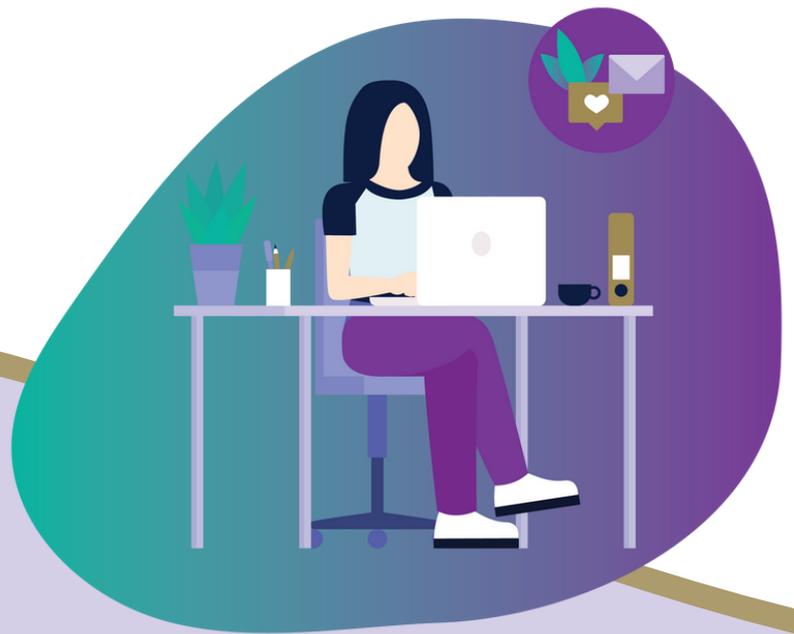
Standard Operating Procedures are essentially a Master Document of how-tos within your organisation.

Clearly documented and digestible SOPs create efficiency, uniformity and quality output among employees and contractors, while reducing mistakes and miscommunications.

This guide takes you through the most popular options for documenting SOPs and the pros and cons of each, helping you to chronicle your organisation's key processes in a way that gets them seen, understood and actioned.

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# Microsoft WORD

Ah, trusty old Mic Word! While many of us can appreciate the ease and simplicity of a Word doc, a text-heavy document may not be the ideal instructive medium for visual learners or dynamic teams. If your organisation requires detailed or highly technical processes, images and video may be useful, making Word a less attractive choice.

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## The Pros

- Inexpensive, familiar and easy to use
- Easy to maintain and update
- Space to go into as much detail as is needed
- Best for simple lists and processes that don't require tracking
- A range of attractive free and paid templates available online
- Can be easily printed & distributed for less tech-savvy employees and less tech-oriented organisations.

## The Cons

- Not dynamic, interactive or trackable
- Long, text-heavy docs may not be read & understood properly
- Not the best platform to support multiple mediums, like video
- Paper-based and static - encourages paper wastage and confusion, where SOPs are updated and multiple hard copy versions exist.



# Video REPOSITORY

There's a reason why video is the fastest growing online medium: it's engaging, digestible, and brings a human touch to any subject matter. Adding a face and voice to your organisation's processes fosters engagement and understanding, but video is not without its pitfalls.



## The Pros

- Supports visual learners in an ever more video-centric world
- Best for processes that require visual demonstration
- Allows realtime demonstration of tasks to improve comprehension
- Adds interest and a personal touch to potentially mundane subject matter.

## The Cons

- Doesn't support interactivity or process tracking
- Potentially time consuming and costly to create and update
- Requires a computer for access which is not always practical
- Potential for technical issues, like poor sound and video quality
- Potential language barriers for culturally diverse organisations
- Some learners prefer a text doc that they can quickly and easily refer back to at any time - it's time consuming to jump on a computer and pinpoint a particular step in a video, when needed.



# Project Management APPS

## Our Top 4 PM Tools

- Asana
- Monday.com
- ClickUp
- Trello

A project management tool captures all the steps of a given process, in a cloud based tool. It supports multimedia and written content, allowing processes to be thoroughly documented, with diverse content catering to all types of learners. These tools facilitate group participation, process tracking and interactivity, but there are also some limitations.

## The Pros

- ✓ Tag relevant people so they never miss important files and updates
- ✓ Decent free plans available to smaller organisations
- ✓ Ideal for processes with multiple steps that need to be tracked
- ✓ Promotes discussion and comprehension - team members can jump in and answer questions, and it's less likely that you'll have to answer the same question multiple times
- ✓ Perfect for groups collaborating virtually, when real-time updates are essential.

Templates are supported, which is great for granular processes that are 'on 'rinse and repeat' but still require tracking.

## The Cons

- ✗ Potential for vital info to be drowned out by comment feed
- ✗ The 'live' nature means a margin for error with accidental editing.
- ✗ If you have a large organisation, you may need to 'pay per seat', depending on the permissions you need each staff member to have.



# Google SITES

Google Sites provides a one-stop shop for all the essential info within your organisation. What's more perfect than an internal website that can be segmented into relevant categories and departments and embedded with all necessary documents and media?

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## The Pros

- Easy to maintain and update, particularly for young and rapidly changing businesses, with evolving processes.
- Easily shareable within, and external to, your organisation
- Included in your Google Suite subscription at no extra charge
- Features a translation feature to minimise language barriers
- Clearly segment into different departments and topics and send relevant page links to the necessary people
- Can embed a comments section for improved interactivity
- One convenient home for a wide range of media and document types, including connecting existing Google documents..

## The Cons

- Not highly interactive and doesn't support process tracking
- Front ended - time consuming to create/collate the necessary content and set up
- Requires someone in-house to establish and maintain (this is simple enough to do, but will need to be factored into work schedules).



Digital whiteboard software, like Miro or Mural, allows you to map out your organisation's processes as a visually pleasing and interactive flowchart. Break down your processes into objectives, stages and deliverables, for greater clarity and understanding among your team.

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## The Pros

- ✓ A highly visual, collaborative alternative to a static Word doc, perfect for visual learners
- ✓ Allows live collaboration when defining and documenting a process - multiple team members can work on the file at the same time, made easier by the screen-sharing feature
- ✓ Great for processes with a number of varying paths and dependencies, which are best explained in flowchart/diagram form
- ✓ Ideal for complex processes that benefit from being mapped out and broken down into simple steps
- ✓ Excellent planning tool to get clear on your SOPs before documenting in other formats.

## The Cons

- ✗ Doesn't support video content
- ✗ Free plan is limited to a small number of boards, so you may need to invest in a paid plan if your organisation requires several
- ✗ The benefit lies mostly in process defining, less practical for execution and tracking.

# Digital Whiteboard SOFTWARE



# Wave BOX

A purpose-built Internet browser for team productivity, bringing together all of your favourite business apps and software and eliminating the need for multiple profiles and logins. Store key files to an organisation-wide cloud, segment various teams and processes into interactive online workspaces,



## The Pros

- Perfect for processes requiring seamless transition between several online apps - you can set up dedicated workspaces for each process and load up the associated apps, ready to share with your team
- Ideal for processes that don't require detailed instruction
- Keep all communication related to a process in one place
- Reduces browser clutter and associated overwhelm
- Seamless flipping between multiple processes
- Super user-friendly and efficient and powers up productivity.

## The Cons

- Less ideal for industries and roles that aren't computer based
- Not suited to processes requiring detailed written instruction
- Best used in conjunction with an additional method of documentation.

## *Let's Talk*

If you would like support in documenting your organisation's SOPs, our virtual assistant superstars can help. We have specialists in each of the above mediums and can help you decide on the best option for your organisation. We exist to make business and life feel that much easier.

Contact us today:  
[hello@empirevirtualsupport.com.au](mailto:hello@empirevirtualsupport.com.au)

