VALUEONSHORE

CASE STUDY

# Standard Operating Procedure ('SOP') Development and Evaluation

## ABOUT THE CLIENT

- The company operates in B2B e-commerce and supply chain services for the food and grocery industry.
- The company has its headquarters in Saudi Arabia, with subsidiary companies in Egypt and Pakistan.
- It aims to become the leading B2B e-commerce platform in emerging markets.

## BUSINESS REQUIREMENT

- The organization planned to expand into new markets and streamline processes across various functions and business verticals.
- The Key requirements included:
- Documenting all its processes for consistency
- Defining quality standards
- Enhancing operational efficiency while reducing inefficiencies and excess costs
- Defining clear roles and assigning responsibilities

## OUR APPROACH

1

### Understand the "as-is" process, control framework, and risks

- Reviewed existing procedures, documents, and interviewed key personnel
- Understood and documented  organizational structure, roles, and responsibilities
- Mapped AS-IS processes risks, controls, performance measures, and system interfaces

2

### Identify control gaps

- Evaluated control framework for design and effectiveness
- Identified gaps and improvement opportunities to enhance efficiency
- Conducted workshops to validate findings and gain stakeholder buy-in

Evaluation of accountability and decision-making hierarchy

### Develop control matrix and process flowchart

3

- Updated roles and responsibilities using RACI
- Defined operating manuals, detailed flowcharts, controls, system interfaces, and KPIs
- Designed process checklists to support control implementation

### Monitor implementation

4

- Tracked implementation status and reported progress through regular reviews
- Conducted training and workshops, as per the revised framework of controls & processes

## VALUE DELIVERED TO THE CLIENT

Valueonshore Advisors assisted the company in creating comprehensive SOP documents and outlining chances for greater control and process optimization. This improved the business's corporate governance structure in addition to its general operations.

Our teams performed in-depth process walkthroughs, end-user conversations, and best industry practice recommendations to enhance the company's entire control environment and operations.

## ABOUT US

Valueonshore ("VOS") Advisors is a global business advisory firm of Big 4 alumni and industry leaders, supporting financial executives on complex, high-impact matters across accounting, M&A, risk, and managed services. Founded in 2009, the firm has grown to ~400 professionals across the U.S., India, and the UAE, serving mid-cap and high-growth companies as a trusted partner in navigating complexity and driving value.


Krupa Ruparel

Vice President

krupa.ruparel@valueonshore.com

Shashank Agarwal

Vice President

shashank.agarwal@valueonshore.com