

CASE STUDY

Standard Operating Procedure ('SOP') Development and Evaluation

ABOUT THE CLIENT



The company is in the B2B e-commerce and supply chain space, primarily serving 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 by March 24.

The organization was gearing to expand to different markets and wanted to streamline its processes across all functions and verticals. The specific requirement from the client was as under:



BUSINESS REQUIREMENT

Comprehensive documentation of each process and outline steps to ensure consistency.

Outline methods to optimize the process while reducing waste, time and resources.



Identify quality standards associated within the process to support organization's commitment to continuous improvement

Specify roles and responsibilities for those involved in the process.

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Our Approach


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1

Understanding the 'as is' process, control framework and risks



Reviewed existing documented procedures and relevant documents. Interviewed key operating personnel

Understanding the existing organization structure along with the roles and responsibilities for key personnel.

Mapping the AS-IS Process along with associated Input/Output documents generated, information needs, process interfaces, system interfaces and performance measures.

2

Analyze to identify control gaps in the design and control framework



Reviewed control framework for risk mitigation and design effectiveness.

Developed possible solutions for the control gaps and considered improvements to enhance process efficiencies.

Conducted workshop with process owners, refined control and efficiency improvement opportunities and obtained buy-in.

3

Developed control matrix and process flowchart integrating revised framework



Documented revised roles and responsibilities for key positions. Defined the RACI- (Responsibility Accountability Consulted Informed) Chart for each process

Defined Operating Manual and flowcharts detailing Inputs, Activities, Output, Imbedded Controls, System Interfaces and KPI.

Designed process checklists for control purposes and obtained buy-in from process owners.

4

Monitor implementation and refine



Implemented improvement suggestions and reported the status of implementation along with routine monthly review reporting

Conducted training and workshops for employees and Conducted review as per the monitoring framework.



VALUE CREATION



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



Headquartered in Gurgaon, Valueonshore Advisors is a specialized professional services firm managed by the Big 4 alumni and industry executives. Our portfolio includes multi billion-dollar companies, mid-cap public, and pre-IPO companies that range from late stage to early stage. We are a trusted, preferred partner for various multinational and Indian clients who engage us for our functional expertise, industry knowledge and for our objective solutions for complex problems.

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