SOP's JAKE

Jered's SOP's

Hi, guys. Here's a copy of my SOPs for you to look at. Okay? Couple things come up here. If you want a copy of them for your own, then come up here, click file, make a copy. That'll give you a copy that you own. And then if you wanna know how to use them, you can watch this video, and then that'll walk you through, like, clicking these buttons to see the outline. So there you go, guys. Have fun. Enjoy.

Write Your Own SOP's

Alright, guys. So now that you've been through my SOPs and you've seen an example of it, it's gonna be time to write your own SOPs. Okay? So hopefully at this point in time, you have all the systems and things in place like software, your pricing is right, your guys are going out in the field, they're billing your customers, and you're making good money. Okay. And you've added technicians and hopefully you've added a general manager. Okay. And at this point in time, your business is going to be a little bit messy. Like we talked about in the growing and scaling, as you grow and scale, it's really hard to like rope it all in and have it all under control, okay? So you just have to be okay with a little bit of chaos. Well, at some point in time, once you hire a general manager and now you have the time to go in and kind of help control that chaos, Rope it all in, turn this thing into a machine. That's what you need to do. And so part of doing that is writing your SOPs. It's actually the one thing that's going to help you out a lot. Okay. It's just coming up with a way that you do things at your business. You put it on paper. So it's written down, it's in stone, and then you make sure and train your guys on this is how we do it at our company. Okay. And that's really what turns your business into into a machine. And if you don't have a way of doing it, you have to come up with a way of doing it. Okay. So you've been through my SOPs and you can see all of my SOPs, and you can use those as a guide and a reference, but there's a lot of information that's going to be specific to your business. Okay. And so what I would do is I would take my SOPs and I would maybe make an outline just like this over here on the left hand side and make an outline and then go in and start writing these pieces just one document at a time. Okay? It can be really overwhelming to think about writing your SOPs. The way that I did this is I actually went on vacation for a month. I took the entire month of December off. I just hired my general manager a couple months earlier, and he was pretty much running the show. And I needed to give him time to really own his job, make some mistakes, and, learn what needed to be fixed in the business. K? So I took an entire month off. We flew to let's see, we flew to Phoenix and we got an Airbnb and I just spent a few hours each morning or each night just working on my SOPs. Okay? And that's how I wrote the SOPs for my business. Now we have since then changed them and modified them and made them better. But the, you know, just like when you're building your price book, the most important thing here is just to get them done. Right? And then you can go in and kind of change things and tweak things and make it better. Okay? So what I want you to do at this

point, if you're at that point where you have a general manager and you have a little bit of a mess going on, I want you to get your SOPs written. I would start with a Google Doc. Okay? I would come in here. I would just make a quick, bullet point outline, and then I would start writing each individual piece of that outline and just go from there. And you can use mine as a reference, but obviously there's going be stuff in your business that you do differently. You might hire your guys differently. You're going to have different phone numbers. You might have a different phone system, right? You just want to lay all that out on paper exactly what it looks like to work at your company, how you go about these certain things that are really important in your company. Get it all on paper. That way you can start training your guys on it and you can have a system and your business will operate like a machine. Okay. So if you're at that point, go write all of your own SOPs and then we'll move on to the next video.

Trainual

So once you've got all of your SOPs written on a Google Doc, the next thing you're going to want to do is come in and put them into a program called Trainual. Okay? Trainual is just a really good way to be able to share your SOPs with your staff and make sure that they always have access to them. So they're gonna download Trainual on, you know, their tablets or your CSRs can just log in on their computer, general manager can log in on their computer, but it's where all of your SOPs are going to live. And what it does is it allows you to create roles so you can have a technician role, a CSR role, a general manager role, and then whenever you bring somebody into your company, you just enter in their email, send them an invite, and you assign them a role. And what that'll do is they're only going to have access to the SOPs that have to do with their role. Okay? And then you can track progress, like how how much of your company has gone through. So you can see me, we probably need to go through our SOPs a little better because only 55% of my company has actually gone through all of my SOPs or all of the required ones for their role. Okay. So come in here, just like this is a really cheap program. It's super cool. And basically you're going to come in here and you're going to talk about your company. You're going to talk about you're going to have the people, know, directory and org chart roles. You're gonna create policies. This is where all of mine live. I don't have any poll processes. I just have policies. And basically, you're gonna split this up exactly how you split up your documents that you wrote. So you're going to have happy plumbers, customer service reps, general managers. I have a book club. Then we have recommended contractor. I also have a safety manual, remote work policy and MSDS sheets in mind as well. Okay. And you can split these up accordingly. So it's just like the layout of your SOPs. It just splits it into little different sections in here. Okay. And then each one of these, like when you click on technician, it'll take you to here and all your sections will live in here. And the beauty of that is when you hire a guy, okay, let's say you hire a new technician, you can assign him a technician role, and then you can have him download Trainual on his iPad. And then he can come in here and he will go through these one by one. And when he goes through them, all he sees is this portion and that's at the bottom of the page, there's a next step. So then he can just go, okay, next step. And then he goes through, okay? And you guys can put videos in here. You can put text in here. You can put gifts in here. You can put images in here, and make it just fun for them to go through. So next step is to take your SOPs and go put them in trainule and learn how to use it and implement it into your company so that everybody has access to those SOPs. That

way they're not just living on a Google Doc somewhere where nobody knows how to find anything.