

CASE STUDY - STANDARD OPERATING PROCEDURES (SOPS) DEVELOPMENT & PROCESS IMPROVEMENT MEASURES

Providing enhanced efficiency, compliance, and resource utilization, ensuring sustainable operational success.



OBJECTIVE

A Commonwealth of Virginia agency was facing increasing scrutiny and public challenge operating with insufficient staff and outdated standard operating procedures (SOPs). Following the identification of numerous control weaknesses, process inefficiencies, and procedure gaps that resulted in a formal Corrective Action Plan, GME was contracted to complete a comprehensive assessment of the agency's fiscal, human resource, and administrative policies and procedures to identify needed updates or missing policies and procedures then complete the necessary updates to address all gaps and deficiencies to the agencies SOPs.

SOLUTIONS

GME completed a comprehensive assessment of SOPs for fiscal, human resource, and administrative processes, identifying needed updates or missing policies and procedures and then completed the necessary updates and developments to address all gaps and deficiencies. Services included:

- Development and execution of a strategic approach to update all SOPs.
- Conducted discovery and requirements-gathering sessions to develop accurate procedures and enhance tools. Utilized the DMAIC methodology.
- Completed a SWOT analysis and conducted surveys as additional information-gathering processes.
- Completed the annual update of the Continuity Plan, outlining the Primary Business Functions required to support Mission Essential Functions and ensured the department can function with minimal disruption under all threats and conditions.
- Outlined the framework for their Agency Support Plan annual update.
- Implemented business process improvements and COVID-19 Return to Work Protocols.

Project Services Included:

Comprehensive Assessment
Stakeholder Engagement
Identification of Gaps & Deficiencies
SOP Development & Modernization
Process Improvement Measures
Implementation & Training
Regulatory Compliance
Project Management

**Agency is now Operating
Consistently with Documented
Policies and Procedures**

RESULTS

Through our detailed analysis and documentation of processes, GME not only assisted the client in successfully developing and implementing policies and procedures to clearly communicate processes and requirements, but also implemented job aids, forms, and tools to introduce process improvements. Highlights of measurable outcomes, improvements, or successes achieved include:

- Client has improved risk management and controls. Recent audit feedback recognized progress and improvements.
- Approximately 70% of agency's policies and procedures were successfully updated to satisfy identified corrective action items.
- Developed enhanced locality reimbursement tool and process to automate previously manual processes.
- Developed the updated Agency Support Plan and Continuity Plan to provide the framework for agency to provide the resources and subject matter expertise that will assist the Commonwealth in responding to and recovering from disasters.
- Provided additional management consulting support in ad-hoc requests related to Annual APA audit prep and management responses.