

### **Background & Problem**

A medium sized pharmacy chain required help in response to a change in legislation which required standard operating procedures (SOP's) to be designed to cover all operating aspects of managing a pharmacy business.

### **Actions Taken**

- Consultation and negotiation with senior management with regards to how they wanted to proceed with the project.
- Researching and producing an outline of the information required to produce the SOP'S
- Setting up and facilitating a focus group of volunteer pharmacists to carry out the necessary research required to develop an initial draft document
- Producing the draft document.
- Circulating the draft document to each individual pharmacist in the company so their views could be considered and incorporated in a second draft.
- Getting senior management approval of the final document and also the action plan with regards to implementing the SOP's.

### **The Result**

The SOP's were successfully rolled out through all the branches as the pharmacists had bought into the process as a result of being consulted and were happy to implement them with regards their staff.

**If you want to find out more about any of the areas covered in this case study  
and how we can support your business – contact us today.**