INTRODUCTION

As shown below experts agreed that Standard Operating Procedures (SOP) is critical elements of corporate operations, institutions and enterprises in daily operations and in the response to major incidents or disasters. Each institution and organization shall prepare a complete set of SOPs to ensure that their administrative structure is active for the important functions as the emergency response operations. They also need to establish management systems as the infrastructure required to compile, update and strengthen these procedures effectively. There are also raising some useful concepts as well as information about SOPs and related management processes. Topics include the role of operational SOPs of institutions and enterprises in operations, and what are the common benefits of applying these internal and external SOP documents that must be taken into account when drafted SOP and ways of structuring these SOP.

ROLE OF SOP

SOPs have many important functions in institutions and enterprises. In particular, a complete set of SOP is the best method of operationalization of other organizational documents such as regulations, mutual aid agreements, policies, plans and operational strategies, etc. In other words, SOPs presents important concepts, techniques and requirements contained in these documents in an easy to use mode by staff in their daily activities. Thus, the SOP helps integrate business operations linking the upper echelons of managers and planners with the work of other workers. SOP is also essential for addressing legal and regulatory requirements affecting the operations of institutions and enterprises. Many laws and regulations relating to organizations, institutions and enterprises require the use of these safety practices. Courts have generally fallen agree that this includes the preparation and updating of SOPs. In addition, many communities have established regulations that require compliance with standards set by relevant organizations. A very effective way of implementing these legal requirements and national standards is to incorporate the SOP. The documentation can also support efforts to limit liability when incidents are terrible trend. SOPs have many other applications and benefits to institutions and enterprises including: explaining performance expectations. SOP describe and document what is expected of staff in performing the official duties daily, they provide a database for staff promoting a positive organizational culture.

Standardization activities. SOP identifies the roles and actions planned and agreed. This information helps to standardize and promote coordination and communication between staff. SOP also simplifies decision-making requirements in potentially stressful conditions.

Training and reference documents. Written SOP can provide the framework for training programs; inform members, exercises and simulations. These activities can provide improved understanding of work requirements and to help identify potential problems. A comprehensive SOP handbook may also serve as self-study document for the reference staff.

System Analysis and Information. The research and preparation of the SOP provides opportunities for managers can compare the current business practices with those in the SOP manual. Groups that would make these comparisons of groups outside the organization and staff will help identify potential problems and innovative solutions.

External communications. SOP clarifies the organizational and operational philosophy and recommended best practices. This can be useful in communicating intentions and requirements and strengthen external groups offer understanding of organizations, institutions and enterprises. Interfaces with other SOP’s do not occur in a vacuum. SOP staff applies the operational environment that incorporates several internal and external components, such as laws, plans and arrangements, etc... All these components must be taken into account when formulating or amending the SOP. As discussed above, SOP initiates the organization strategies and plans. In other words, they identify specific procedures to be applied to meet the goals, missions and objectives of the institution set of plans and other documents. They also secure a direct link between the tasks assigned to certain members of the organization and the regulations, standards and policies that control the activity of organizations, institutions and enterprises. If SOPs are created without adequate regulations respecting it will not bring the expected benefit.

Key words: Emergency situations management, procedures, development
The role and function of SOP. Not taking into account internal and external factors will lead to the fact that the guide will be completely hasty sometimes ineffective possibly dangerous for you to use. This section summarizes some of the documents to be taken into account by organizations, institutions and companies when drafted or amended SOP. Moreover it is important to note that each ambulance service sometimes very important differences. Each of them must identify the documents and relationships that are appropriate to its particular situation. Some of the organizations, institutions and companies can act in the specific provisions of the regulations. This allows these documents to establish rules for the organization, including the example of what can be authorized to do and how staff is organized to lead this institution. Regulations and documents are the basic organizational documents essential for establishing the organization as internal regulations. If there is a need to change these regulations, the ambulance service often has to perform a complicated process of changing them and identify any necessary amendments. In many cases changes must be made to be agreed with the state institutions or other bodies.

Mission Presentation. Most emergency services operate under the general principles guiding mission called presentation. This presentation defines the broad purpose and objectives of the organization establishing a philosophical foundation on which to build software and services. Managers of organizations, institutions and enterprises and planners must consider the mission of every business presentation or document issued by the institution including SOP.

Strategic plans. Strategic plans called Master Plans are prepared by organizations, institutions and enterprises in cooperation with local authorities who work for the benefit of that jurisdiction. These plans, which have duration of 3 or 5 years subject to a series of expectations for today and for the future. They identify on short-term external debt and clarify the inter-relationships and agreements that must be completed in operations. SOP must act synergistically with strategic plans for achieving goals set by the community.

Mutual aid/automatic aid arrangements. Mutual or automatic aid agreements are contracts that define the working relationships between institutions and local response plans and outside the jurisdiction. These agreements and strategic plans that create a set of expectations and requirements for signatory institutions and personnel involved. Incorporating these elements in SOP helps ensure that arrangements are strengthened and unified operations are coordinated.

Regional protocols and SOPs. If the ambulance service is a part of a regional organization, regional protocols are likely to come into effect. In these situations their SOP must be compatible with regional protocols to eliminate the possibility of confusion or uncoordinated actions. Treatment protocols allow regional personnel providing BLS and ALS regional treatment protocols allow for BLS or ALS and to perform procedures and treatments in the field under the direct or indirect medical director or supervising physician. SOP should be complementary and not conflict with the protocols established by local governments or regional.

Complete Emergency Management Plans. Complete Emergency Management Plans (or emergency management plans integrated) describe tasks and logistical considerations during major disasters and incidents with the influx of mass casualties. These documents facilitate the coordination of institutions working in emergencies that exceed the capabilities and resources of a single institution. Like other planning documents, they must be taken into account by establishing or revising SOPs.

Key issues include questions of terminology and a clear structure of command and control. Establishing this framework requires integration and community plans incorporating relevant aspects of the SOP of each organization, institution and enterprise.

Laws, Regulations and Standards. Legal authorities affecting the operations of organizations, institutions and enterprises including laws, regulations and local, previous case law and standards established by national professional associations. These mandates and guidelines will describe how to perform tasks. SOP that violates established structural shift, statutes and court rules open door interventions with serious consequences. Besides concepts outside of these authorities are listed below and in more detail in other presentations.

Risk Management Plan. Emergency medical services (organizations, institutions and enterprises often prepare and adopt comprehensive risk management plans). In these efforts must be taken into account all policies and procedures, accident and injury data as the number and type of incidents. Based on the established control measures, new SOP can be drawn. Other planning documents are intended to guide organizations and help coordinate activities. These documents may include response plans, joint plans, staffing plans and others. These operational plans clear goals, strategies and allocation of tasks and expectations. SOP must act in accordance with these plans to enable the organization to fulfill its missions. In particular care must be given appropriate language and terminology used in the communication plans.

Training materials is the best way to ensure that staff understand the SOP and have the skills to execute them.

Areas of interest of SOP. SOP are presentations that summarize the behavior requirements and expectations in a number of functional areas such as safety at an emergency production, training and education, radio communications, testing and maintenance, post-incident analysis and public education among many other. Typically, SOPs also contain some descriptive material which explains the purpose and intent of such guidelines and possible exceptions. Topics are treated and the level of detail presented in the SOP may vary from institution to institution.

In general, editors SOP will certainly try to provide sufficient guidance to control operations.
without overloading staff or have excessive inflexibility in certain situations.

SOPs should be organized in a logical framework using headings and sub-titles that will help clarify the functional relationships and roles played by various groups. Most experts recommend that institutions divide SOP manual in separate sections for management and operations. If necessary operational SOP can be further subdivided into elements to address each major component of the mission institution. In addition areas of the main mission’s organizations, institutions and enterprises must be presented and resolved. It should be noted that among other ways of organizing SOP they must be sufficiently appropriate or applicable in specific situations.

These institutions will prioritize their own needs and set a realistic drawing of SOP. The SOP will be prepared, distributed and reasonably similar operations.

**SOP Management Process.** Some organizations, institutions and enterprises have not established the formal set of SOP. In other institutions operating procedures are incomplete, outdated data, bad written, poorly understood or inadequately enforced. Given the overwhelming advantages of some well-prepared SOPs that are not yet widespread? The reasons are the following:

Lack of appreciation of the benefits SOP or potentially disastrous consequences of the guides or poor operational systems.

Belief that the effort required is too time consuming, complex or controversial, especially given other pressing organizational needs.

Fear that the SOP will be limited by more flexibility and individual discretion.

Fear that the SOP will pave the way for the institution to be subject to greater suspicion from other groups and the responsibility to go bad incidents will increase.

The biggest reason that institutions still have good SOP is more general. Many organizations, institutions and enterprises simply have not yet established formal management plan process, the responsibilities of individuals, administrative systems, system resource allocation necessary to make continuous and recognized SOP element of culture. Without this emphasis and infrastructure activities will be delayed and the new requirements may not be recognized. Before we need to know that existing SOP may be outdated, unused and dangerous.

The first step in addressing this situation needs is deciding on which we must bend. One way is to forget that the requirements of SOP management using systems theory, a concept that focuses on the interrelationships of process components. In this approach, an organizational system is considered as having four basic elements: environmental data, including information and other resources, transformation, management and technological processes used to convert the results to data and products required, and response signals, reaction environmental results. This reaction serves as an input that completes the cycle and continually improves results.

**A systemic view of SOP Management**

**SOP transformation results.** Regulations, local standards of care needs, trends, needs assessment operations as coordination problems and flaws. Preparation and approval of written SOPs, implementation of the SOP, changes in administration and operations.

**The role and functions of SOP.** SOP used to fulfill important functions in corporate operations, institutions and enterprises. SOP when individuals apply to their work they put into forces the laws, plans and arrangements that incorporated the procedures and policies. Moreover SOP is a key connection between policy maker’s organizational planners, administrative staff and emergency medical service providers.

Organizations, institutions and companies should consider a range of documents, plans and arrangements when preparing or revising SOPs. Ensure compatibility and consistency between these two important components of the operational environment helps organizations standardize behavior, confusion, limitation of liability, improve efficiency and increase safety. Constituent documents of the SOP can also be used to improve awareness of external communications and public education.

To simplify use of SOPs shall be prepared in a logical framework of functions and problems. Separate sets of PSP are usually for administrative functions and emergency response operations. The approach chosen for SOP structure must reflect the needs, style and organizational culture.

Organizations must establish formal management systems to ensure that SOPs are prepared properly, appropriately updated and strengthened if necessary.

The process can be usefully seen as having four steps:

- Needs assessment,
- Preparation SOP,
- Implementation of SOP and
- SOP evaluation.

**References:**