



Standard Operating Procedure for

FIRST - In the space provided below, chronologically document the steps required to deliver the above specified need one time.

A	B	C	D	E	F
Item #	Action	Person / Technology / Vendor Responsible for the Action	Average Internal Employee Time to Complete the Action in Hours – (Leave blank if an Internal Employee doesn't handle the action)	Cost/Hr. of Internal Employee* (Leave blank if an Internal Employee doesn't handle the action)	Cost of Internal Employee (D x E) (Leave blank if an Internal Employee doesn't handle the action)
1				\$	\$
2				\$	\$
3				\$	\$
4				\$	\$
5				\$	\$
6				\$	\$
...				\$	\$

* If the internal time is *your* time, specify a dollar figure for one hour of your time, and use this same dollar amount for your time in all Standard Operating Procedures. Imagine what you would pay yourself, overall, for the job you do for the business, and distill that down to an hourly amount.



SECOND – Identify the Cost Per Month for Internal Resources to fulfill this need to customer for one-month.

If no Internal Resources are required to fulfill this need, put a “0” into G and “\$0” into I and L.

G	Total Number of times per month your business executes this need:	
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H	Internal Employee Cost for Completing the need one time (total of column D above):	
I	The Total Internal Employee Time Per Month Of Fulfilling this Need (G x H)	<u> </u> Hrs.

J	Internal Employee Time for Completing the need one time (total of column F above):	\$
K	Cost of supplies (not including Technology or outside Vendors):	
L	The Total Internal Employee Cost Per Month Of Fulfilling this Need (J x G) + K	\$

THIRD – Identify the External Resources (time, technology, people, and money) required to provide this need to customers for a one-month period.

If no External Resources are required to fulfill this need, put a “0” into R.

M	N	O	P	Q
Type of Resource	Specify the Name of the Resource(s) – Company Name or Person’s Name	Total Monthly Cost of the Resource *	% of the Resources Time/Cost/Energy Dedicated to Fulfilling this One Need in a Month **	Adjusted Cost for Fulfilling this Need
Technology				\$
Outside Vendor or Outsourcer				\$



R - Total Cost Per Month for External Resources	\$
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* Put the total cost of the technology or vendor here, even if they are used for more than just fulfilling this need.

** Of the total fee you pay the vendor or the technology company, what percent of that fee could you estimate goes specifically toward fulfilling this one task. If, for example, you have eMarketing technology that functions as your shopping cart, auto-responder system, and affiliate tracking device, you might say that 10% of the total monthly cost is allocated to handling one particular need.

FOURTH – Add up the Total Resources (time, technology, people, and money) required to provide this need to customers for a one-month period.

The Total Internal Employee Time Per Month Of Fulfilling this Need (I)	___ Hrs.
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The Total Internal Employee Cost Per Month Of Fulfilling this Need (L)	\$
Total Cost Per Month for External Resources (R)	\$
TOTAL COST PER MONTH TO FULFILL THIS NEED	\$