



OPERATIONS MANUAL TEMPLATE

By Instructional Solutions



An operations manual ensures that work tasks, processes, procedures, etc. are crystal clear for employees (and reduces confusion!).

Use our article on [how to write an operations manual](#) while following this template to simplify the process.

1. TABLE OF CONTENTS

2. INTRODUCTION

- Company Incorporation and history
- Company governance
- Mission, Vision, Values
- Approval of and Changes to Operations Manual

3. PURPOSE

- Description of Manual
- Purpose of Manual

4. COMPANY HIERARCHY

- Senior Roles
- Mid-Level Roles
- Lower-Level Roles
- Hierarchy Flowchart

5. JOB DESCRIPTIONS & CONTACT INFO

- Job Title
- Job Purpose
- Job Roles, Duties, and Responsibilities
- Qualifications
- Contact Information

6. BUSINESS PROCESSES, PROCEDURES, & POLICIES

- Business Processes (e.g., Product Delivery)
- Business Procedures (e.g., Store Opening & Closing)
- Business Policies (e.g., Pricing Discount Policy)

7. EMERGENCY PROCESSES & PROCEDURES

- Fire or Natural Disaster
- Breached Security
- Robbery, Theft, and Vandalism
- Evacuation Procedures
- Emergency Contacts

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