

Clearer, more consistent standard operating procedures for a world-class academic medical center

CHALLENGES

Mayo Clinic College of Medicine and Science develops long, highly detailed, interrelated standard operating procedures for clinical, research, and administrative functions. These SOPs must explain precisely how to perform each action, not simply identify a step and assume prior knowledge. Writers struggled to organize complex information, sequence detailed instructions clearly, manage cross-references between related procedures, eliminate unnecessary repetition, and make procedures easier to follow without sacrificing accuracy or completeness.

SOLUTIONS

Instructional Solutions delivered a customized online self-paced SOP writing course for Mayo Clinic professionals. The practicum-based training guided participants through planning, drafting, and editing actual SOPs from their work, with individual instructor feedback on each exercise and a live one-on-one coaching session to review the final document. The curriculum was tailored to the specific challenges of long-form, technically detailed procedures used in healthcare and research settings.

100%

rated instructor feedback
"very helpful" or "helpful"

87%

developed major SOP
writing skill after training

4.50/5

average likelihood to
recommend to a colleague

OUTCOMES



SOPs that are easier to follow without sacrificing accuracy

Participants applied a structured six-step writing process to organize complex information, sequence instructions clearly, and manage cross-references between related procedures. Every SOP is now written so any qualified professional can execute it correctly the first time.



Significant time savings on SOP writing and revision

87% of participants expect to save 20-30% of their writing time. With a repeatable six-step process, Mayo Clinic professionals move through SOP development more efficiently, freeing capacity for high-value clinical and research work.



Participant testimonial

"Provided a valuable refresher in technical writing after many years away from formal training. Offered a user-friendly, easy-to-follow format. Allowed for flexible, self-paced learning. Included real-time feedback that supported ongoing improvement and understanding."

Ready to elevate your team's SOP writing?

Schedule a complimentary group consultation

Want to learn more about the program? [Explore our SOP Writing Training options](#)