



## Aim

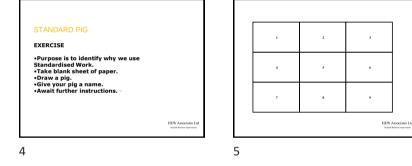
To provide Knowledge on Standard Operating Procedures (SOP), Business Case justification, Setting targets and performance measures

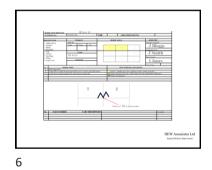
## Objectives By the end of the session you will be able to:

- Explain the benefits of Standard Operating Procedures
  Discuss Performance measures
  Set meaningful targets
  Justify a business case

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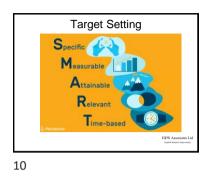
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