

FREE SOP TEMPLATE

# Field Tech Accountability SOP

Print one per bakkie. One for the office wall. One for every new hire.  
Run it for two weeks. Most teams see cleaner job cards inside the first week.

## SECTION A · EVERY TECH

### On arrival at site

- Open the job in your app or job sheet.
- Confirm the customer name and contact match the brief.
- Log the arrival time.
- One wide-angle photo of the site before starting work.

### During the job

- Log every material as you use it. Do not rely on memory.
- Photograph anything unusual: damage, hidden faults, scope drift.
- Update the customer if scope or time changes. No surprises at sign-off.

### Before leaving site

- One photo of the completed work.
- Customer sign-off. Digital best, paper fine if photographed.
- Mark the job complete in the app, or note what remains and why.
- Log the departure time.

### End of every day

- Submit all job cards before going home. No 'I'll do it tomorrow'.
- Flag payment collection issues to the office immediately.
- Confirm tomorrow's first job is briefed and on your phone.

## SECTION B · THE OFFICE COMMITS BACK

### Job brief sent

At least 30 minutes before the technician's start time.

### Materials confirmed

Available before the technician leaves the depot.

### Payment chasing

Handled by the office, not the technician.

### Schedule changes

Communicated, never assumed.

### MISSED 3+ STEPS? COACH, DON'T PUNISH

The conversation isn't punishment. It's a 10-minute coaching moment about what the missing step costs.

*Five missed materials on Wednesday is roughly R600 of margin walking out the depot.*

*If the office misses one in a given week, the techs call it out in the weekly stand-up. The SOP applies to everyone. The owner included.*

## Want this to happen automatically?

Every step in Section A maps to a feature in ServCraft. The on-arrival photo, the materials log, the customer sign-off, the auto-generated invoice. The job card finishes itself when the tech taps 'job complete'. No more 9pm admin.

*20 minutes. No deck. No demo theatre.*

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