



STANDARD OPERATING PROCEDURES

THE EMPLOYMENT CELL



Introduction

About Mann

Mann help teenagers and adults with special needs (Autism, Downs syndrome, multiple learning disabilities, developmental delays) by providing them education and training, and by enabling their personal growth. Mann aims at helping the students become independent and self-sustainable, have more self-confidence and self-esteem.

About the activities of the Employment Cell

The Employment Cell has been designed to help adults with special needs receive an income and increase their self-confidence and self-sufficiency. The Employment Cell does three activities:

- The manufacturing of products that are sold in shops and exhibitions. Orders are also taken by Mann.
- The placement of Mann students in local businesses and companies.
- The provision of employment within the Employment Cell facilities.

About the Standard Operating Procedures

This SOP describes the activities and processes of the Employment Cell. It will serve as a guide and provide directions to the staff members making them aware of their duties and responsibilities. It will also serve as an induction tool for new employees in the beginning of their employment.

Any modifications of this SOP will be communicated to the Employment Cell staff members (September 2014).



Products Manufacturing Process

1. Procurement of Material

1. A. Buying Materials

The materials is procured in a wholesale market. Every six months, basic and usual products have to be bought. When a materials is out of stock, go to the market to re-fill the stocks of this materials.

The materials that are used for products made for festivals are bought before the festival depending on the needs of the production.

The supplier might offer the delivery of the materials. If this is not the case, Mann is in charge of the transportation of the materials from the supplier to the employment cell facilities.

The suppliers are chosen depending on the price per quantity they offer.

Note: Procure yourself the materials for the special products for festivals at least 4 months before the festival.

1. Procurement of Material

1. B. Donations of Materials

Regular donors

Regular donors are persons, companies and businesses that are specialised in the production of particular materials. They desire to donate some materials Mann could need.

When a regular donor presents itself for the first time, give him/her the different options available.

After the first contacts and donation:

- Keep the contact details
- Call the donor again when you need the material the donor is producing.

When you need a particular materials:

- Call the regular donor to ask if the donation of materials is possible.
- If yes, make the necessary arrangement to procure yourself the materials (delivery, transportation).

Occasional donors

Occasional donors are the persons that want to donate to Mann at a particular time.

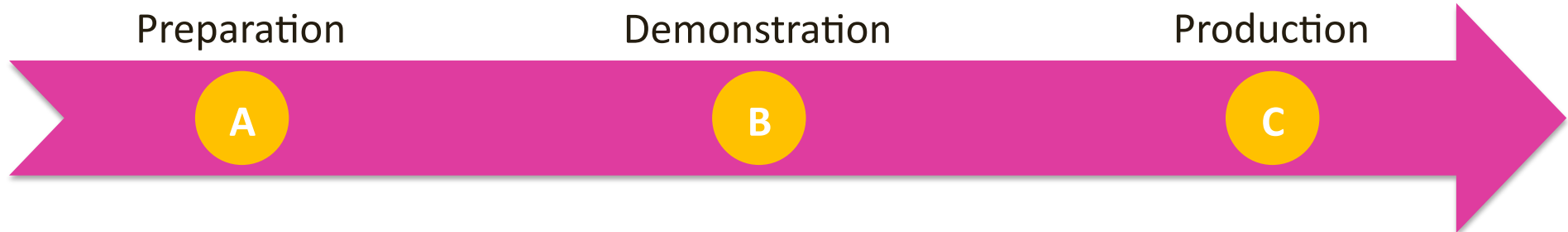
When a donor wants to give to the manufacturing part of the employment cell

- Give him/her a list of the materials you need, so he/she can pick what to donate.
- Arrange delivery/transportation of the materials to the employment cell facilities.

1. C. Donor Management

- When you have received a materials donation, send an email or a letter to the donor.
- When you send a thank-you letter to a donor, attach a small gift with it from the products specially dedicated to be given as thank-you gifts.
- A template of thank-you email and one of thank-you letter are already available.

2. Products Manufacturing



- a) Start by designing the product so you can see how it would look like and how to make it.
- b) Test the manufacturing of the product so you can clearly identify the steps to be taken.
- c) Instruct the helpers on how to manufacture the product and on how they can help the students manufacturing the product.
- d) Finish the preparation phase by organising the materials (quantity of materials needed per step of the manufacturing).

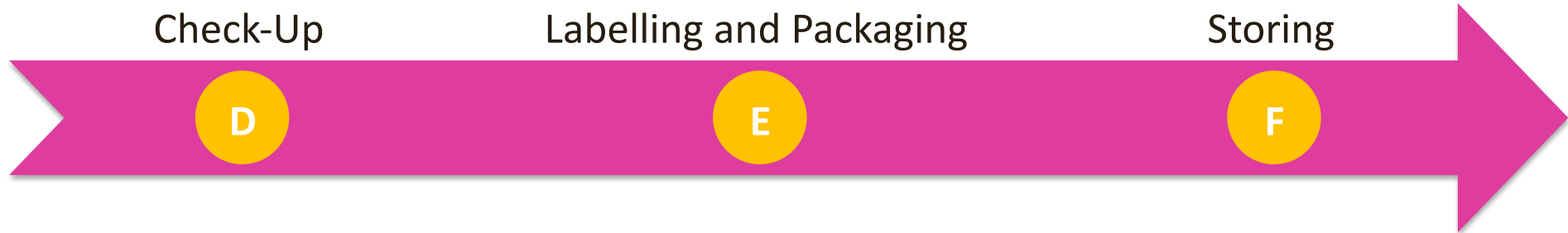
- a) Show how to manufacture the product to the students.
- b) Demonstrate the steps to be taken with the behaviour required to do the tasks.

- a) Once the students have assimilated how to perform the tasks, make them start to manufacture the product.
- b) Each student takes part in the manufacturing process of a product by participating in performing at least one tasks.
- c) Watch the students manufacturing the products and help them when they encounter challenges.

Note:

Start manufacturing special products for festivals at least 3-4 months before the festival.

2. Products Manufacturing



- a) Check that the product has been manufactured correctly and is of quality.
- b) If the quality of the products is not the one desired, either:
- Rectify it if possible.
 - Make the students manufacture the product again.

- a) Once the product has been manufactured and is of good quality, proceed to the labelling and packaging
- b) The students are doing this task.
- c) Make the students put the Mann label on the product first.
- d) Then, the students put the product in the package.

- a) Once the previous steps have been done, store the products.
- b) Products are stored in storage boxes.
- c) Store similar products together: coasters, jewellery, etc.

3. Inventory

3. A. Of Materials

The inventory of the materials is done after buying the materials, and once every three months to list the materials still available.

◇	A	B	C	D	E	F	G	H
1	RAW MATERIALS							
2								
3								
4	CV NO	BILL NO	WHAT	WHEN	WHERE	HOW MUCH	PRICE	BALANCE
5								
6		19	Thread	16/5/2014	Shagun, Sant (w)	1 box of 25 reels	115	
7						3 reels	15	
8		20	Hairband	13/5/2014	Miss pooja Immitations, Malad (w)	2 Packets	80	
9		21	Zips	16/5/2014	Mahavir stores, Malad (w)	90 pieces	450	
10		22	Fevibond	16/5/2014	Kanti Stores	1 tube	25	
11		23	Varnish	18/5/2014	Jain Electric, Mahim	1 Can	120	

Write down the bill (if applicable). → B

Write down the date of purchase. → D

Write down the quantity of materials bought. → F

Write down the quantity of materials still in stock. → H

Write down the number of the cash voucher (if applicable). → A

Write down the name of the materials. → C

Write down the name of the supplier. → E

Write down the price. → G

3. Inventory

3. B. Of Products

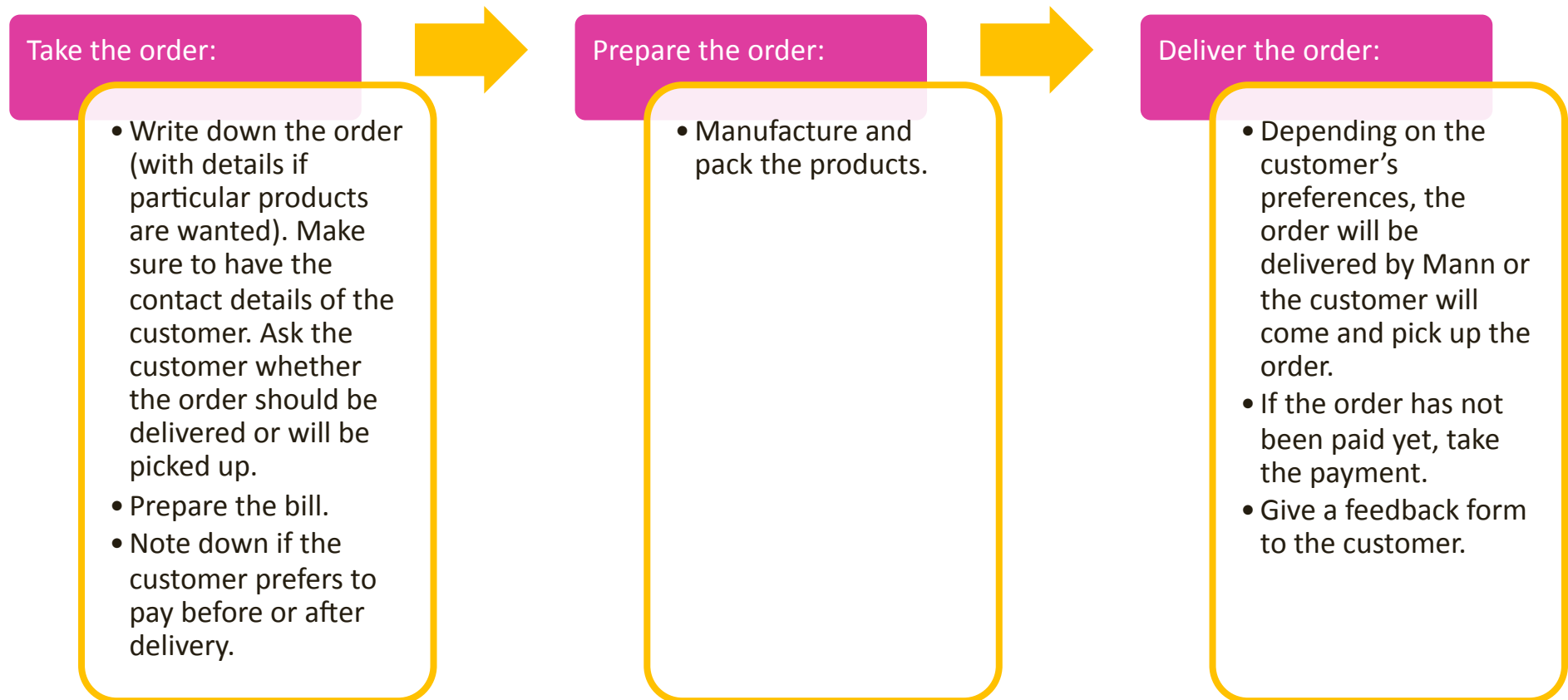
Keep track of the number of products you have in storage.

Explain the way you do your products inventory. The screenshot of the excel sheet can help to explain better.

4. Distribution

4. A. Orders

Mann takes orders from individual, businesses, companies, shops, etc.



4. Distribution

4. B. Exhibitions

Explain:

- How to choose an exhibition.
- How to prepare yourself for it.
- How the exhibitions usually go.

4. Distribution

4. C. In shops

Explain:

- How to choose a shop/how to approach the shops.
- How the “partnership” is designed and how it is managed.
- What to do in case the partnership is not working.

5. Sales Management

Fill in the date

Fill in the name of product

Enter the price of the product

Date	Type of Product	Name of Product	Quantity	Price	Product Type	Total Quantity	Total Price
09-Sep	Accessories	Bracelets	1	20	Accessories		
09-Sep	Coasters	Shimmer	1	30	Bracelets	3	60
09-Sep	Accessories	Bracelets	2	40	Earrings	3	200
09-Sep	Cloth	Bag	4	120	Long Chain	3	40
09-Sep	Cloth	Bag	2	100	Cloth		
09-Sep	Accessories	Earrings	3	200	Bag	6	220
09-Sep	Coasters	Stick	3	100	Small Pouch	3	1187
09-Sep	Coasters	Stick	4	500	Coasters		
09-Sep	Cloth	Small Pouch	1	987	Shimmer	1	30
09-Sep	Cloth	Small Pouch	2	200	Stick	7	600
15-Sep	Accessories	Long Chain	3	40	Paper Mill		
15-Sep	Paper Mill	Small Bags	3	50	Small Bags	3	50
					(blank)		
					(blank)		
					Grand Total	29	2387

Enter the type of product

Enter the quantity sold

- Select the title row of the table.
- Right click.
- Click on "refresh".

6. Customer Management

Name	Contact Number	Email Address	Delivery Address	Reference
Lisa Rodrigues	9820035440			Atma



Fill in the name of customer.



Fill in the contact number.



Fill in the email address.



Fill in the delivery address.



Fill in the name of reference.

6. Customer Management

Quantity	Product	Details	Purpose	Customized	Price
2	Candle Stands	1 Blue and 1 Purple	Gifting		120
20	Cake Bags	10 Stocking and 10 Sleigh	Gifting		
3	Stick Coasters		Personal use		120

Fill in the quantity ordered.

Fill in the name of product.

Fill in the details if the customer wants a customised product.

Fill in the purpose of the product.

State if product is customised or not.

Indicate the price of the product.

3	Ready and not delivered	
4	Products to be made	
5	Delivered and Payment pending	
6	Part payment done	

Code of colour for the cells "Quantity" and "Product" for tracking the progress of the order.

Keep track of the order by colouring the cells with the colour corresponding to the progress of your order.

6. Customer Management

Bulk Price			Date of Order	Deadline	Ready	Delivery	Payment
10 or more	50 or more	100 or more					
			07/08/14		1 purple		
			07/08/14	15/12/14			
			07/08/14			28/08/14	04/09/14
			07/08/14			28/08/14	04/09/14
			07/08/14			28/08/14	04/09/14

Track the order by indicating which products are ready.

Fill in the payment date.

Indicate if the price of the order is a bulk price, and if it is, which one it is.

Indicate the date the order as been placed.

Indicate if you have a deadline for the order.

Fill in the delivery date.

6. Customer Management

Follow up schedule	Follow up Results	Comments

Write down when you have to recontact the customer to:

- Make sure he/she was happy with the products,
- If he/she wishes to place a new order,
- When he/she would like to place a new order.

Write down what is the result of the follow up with the customer:

- If the customer expressed the desire to order again.
- When he/she would order again.
- You can also add a new date to recontact the customer to proceed to the next follow up.

Write down any comments you might have.



Placement of Students Process

1. The Opportunity for the Student



Match the students' capacities with the employment opportunity to enable a trustful partnership.

Before approaching a potential employer:

- Make a list of the tasks the students can do based on their capabilities.
- When approaching a potential employer, hand him/her the list to help him/her assess if a student can be a potential employee.

2. Training

1. A. For the job

Explain:

- How do you proceed to the training.
- When do you proceed to the training.
- Who is responsible for training the student.

1. B. For travelling

Explain:

- How do you proceed to the training.
- When do you proceed to the training.
- Who is responsible for training the student.

3. Check-ins

Explain:

- How do you proceed to the check-ins.
- When do you proceed to the check-ins.
- Who is responsible for doing the check-ins.



Sheltered Employment Process

1. The Opportunity for the Student

