

Final Project 1
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Project Template

Faculty of Management
Midocean University

Midocean University

Faculty of Management

Department/ Specialization



Project title

**The Impact of Standard Operating Procedures (SOPs)
on Operational Efficiency in the Food and Beverage
Sector**

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1. Chapter 2: Literature Review

Assignment #3 – Literature Review

Project Title: The Impact of SOP Implementation on Operational Efficiency in F&B Outlets

Chapter 2: Literature Review

2.1. Introduction

This chapter presents a comprehensive review of scholarly research related to the two key variables of the study: Standard Operating Procedures (SOPs) as the independent variable and Operational Efficiency as the dependent variable. It explores their definitions, applications, theoretical underpinnings, and interrelated

effects specifically in food and beverage (F&B) operations. The chapter also identifies knowledge gaps and justifies the need for further empirical studies, especially in high-paced service industries where consistency and efficiency are critical.

2.2. The Independent Variable

Standard Operating Procedures (SOPs) are structured, written directives designed to standardize processes, minimize variability, ensure safety, and improve quality outcomes. In F&B operations, SOPs govern core aspects like hygiene practices, food preparation, service delivery, equipment handling, and inventory protocols.

2.3. The Dependent Variable

Operational Efficiency refers to an organization's ability to deliver services using optimal resources while maintaining quality and responsiveness. In the F&B sector, efficiency relates to reducing wait times, optimizing staffing, minimizing food waste, and maintaining consistency in guest experience.

2.4. Relationship Between the Variables

Multiple studies demonstrate a strong, positive correlation between SOP implementation and operational efficiency. SOPs help reduce waste, improve consistency, and enable staff accountability. However, overly rigid SOPs may limit flexibility and innovation. The balance between structure and adaptability is crucial.

2.5. Conclusion

The reviewed literature confirms that well-designed and actively managed SOPs contribute significantly to operational efficiency in F&B outlets. They help reduce errors, increase standardization, and support staff performance, particularly when combined with training and monitoring systems.

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