



Standard Operating Procedure (SOP)

(Interior Painting)

11/06/23 | Next Review: 11/24 | Author: Rob Byers

Objective:

This guide aims to show everyone at ACP how we do interior painting projects step by step.

Scope:

All team members involved in painting inside houses.

Responsible Personnel:

Field Supervisor, Crew Leader, Job Leaders

Notes to Job Leader:

Remember, as the face of ACP Painting, you're in charge of making customers happy. Talk to them, understand any special requests, and make sure they're okay with the plan.

Procedure:

1. Pre-Job Walk:

- a. Walk through the house, noting anything not in the job plan.
- b. Check if homeowners did their requested tasks:
 - Move appliances
 - Take down fragile stuff
 - Move furniture 3' away from walls
 - Clear countertops and cabinets

- Extras:

- Offer to move furniture for \$150 per hour.
- Help move appliances only with a signed agreement.

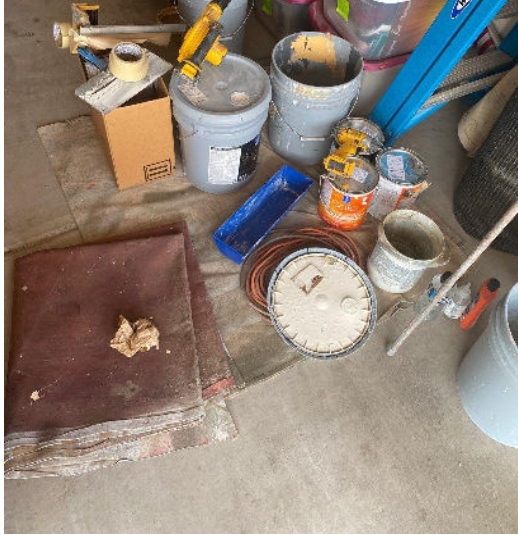
- Important: Tell the operations manager Via Slack job Chanell if the owner didn't prepare, and we had to move things. We don't do extra work for free.

2. Day One Communication:

- a. Talk to the customer and be friendly.
- b. Introduce yourself and the crew. Go over:
 - Job details
 - Colors (get them to agree and sign off)
 - Where to start
 - What to expect each day
 - Where the bathroom is

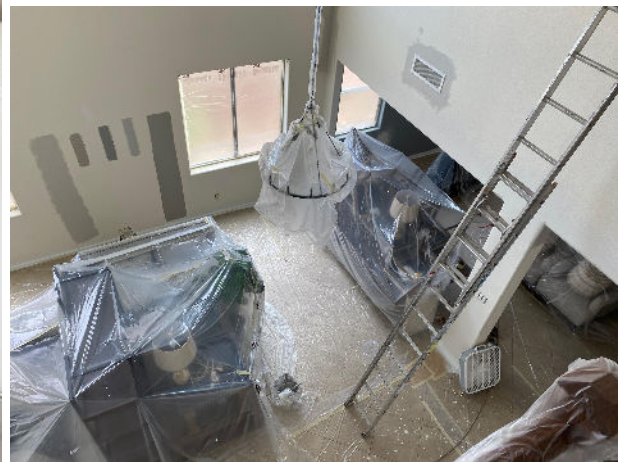
3. Pre-Paint Preparation:

- Get the work area ready:
 - Remove plate covers and window coverings, and label them.
 - Optional: Take off A/C vents on walls.
 - Cover floors with plastic or cloths.
 - Dust before painting.
 - Sand baseboards, doors, and trim.
 - Sand all walls using pole sander to remove bumps, boogers etc.
 - Dust walls after sanding
 - Repair dings, dents and imperfections
 - Use special tape for sharp lines.
 - Fill cracks and holes based on what the owner wants.



4. Paint Application:

- Cover everything not being painted.
- Ceilings: spray or brush and roll as the job needs.
- Doors and trim: spray unless told otherwise.
- Walls: two coats - brush and roll.



5. During the Job:

- Talk to the customer often.
- Keep Ladders and tools safe if left overnight, especially if kids are around.

6. Clean-Up:

- Put away paint and wet materials first.
- Clean up from top to bottom.
- Check and change A/C filters if needed.
- Clean floors and surfaces.
- Put back everything we moved.
- Label and leave touch-up paint.
- Check for anything missed.
- Final Inspection with crew

7. Job Leader Closeout:

- Walk through everything with the owner.
- Get their signature on the final checklist.
- Leave touch-up paint where they want it.
- Thank them and ask for a Google review.

Documentation:

Read SOPs for customer satisfaction, AWO, color sheets, and final job walk.

<https://youtu.be/0hXL3oiEONU>

 Best way to spray doors

Training:

Ladder safety and proper use, brush and roll techniques.

Safety Precautions:

Stay safe on ladders; talk about safety every morning.

Monitoring and Measurement:

Crew leader checks if we're doing things right. Look at documents when the job is done.

Review and Revision:

Tell the author if you see something that needs changing.

Distribution:

Everyone in the company should know how we do things.