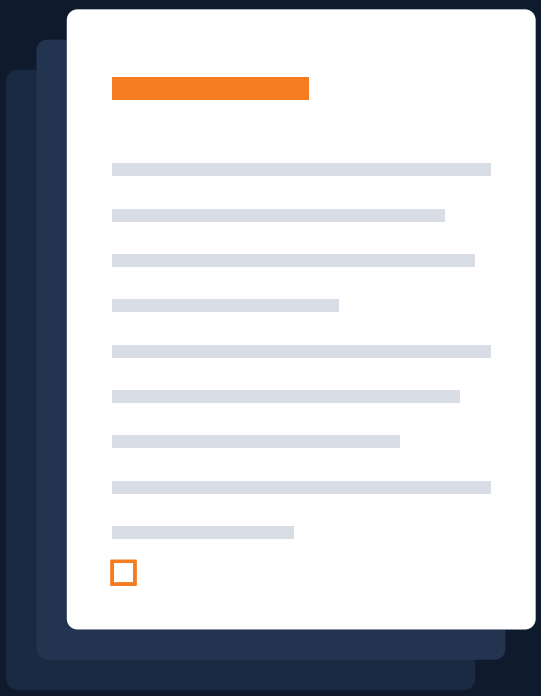
Documentation
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FREE TEMPLATE

BUSINESS DOCUMENTS

Operations Manual

A central handbook of guidelines, procedures and tool inventories for a department or business.

INTENDED AUDIENCE

Department heads, Managers, Admin teams

TYPICAL USE CASE

Centralizing guidelines and tool inventories

About this template

An Operations Manual is the single place where a team's way of working lives: structure, policies, core procedures, tools, vendors, schedules and contacts. It links out to detailed SOPs rather than repeating them, and is reviewed at least yearly.

Detail	
Intended audience	Department heads, Managers, Admin teams
Typical use case	Centralizing guidelines and tool inventories

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Manual title		**Department / business**	
Version		**Owner**	
Effective date		**Next review date**	

Version	Date	Author	Summary of changes
[1.0]	*[DD/MM/YYYY]*	*[Name]*	*[Initial release]*

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01 Introduction

GUIDANCE *Who the manual is for, how to use it, and how it is kept up to date.*

02 Organisation & Structure

GUIDANCE *Include an org chart and key responsibilities.*

Organisation chart
[Insert org chart]

Role	Name	Responsibilities	Backup

03 Operating Hours & Locations

Location / channel	Hours	Contact

04 Core Policies

GUIDANCE *Summarise each key policy in one line and link to the full document.*

Policy	Summary	Link

05 Procedure Index

GUIDANCE *List every SOP the team uses.*

SOP no.	Title	Owner	Frequency

06 Tools & Systems Inventory

Tool	Purpose	Admin / owner	Licences	Renewal date

07 Vendors & Suppliers

Vendor	Provides	Contact	Contract end

08 Recurring Calendar

GUIDANCE *List weekly, monthly and annual operational activities.*

Activity	Frequency	Owner	Due

09 Emergency & Escalation Contacts

Situation	Contact	Phone / channel

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YOUR TEMPLATE IS READY. YOUR TIME IS LIMITED.

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Documentation Services Lab turns your processes, systems and know-how into clear, audit-ready documents your team will actually use. Hand us your notes, recordings or rough drafts and we deliver a finished, on-brand **Operations Manual** and anything else you need.

SOPs & process docs

Standard, checklist, visual and compliance SOPs, process maps, operations manuals.

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