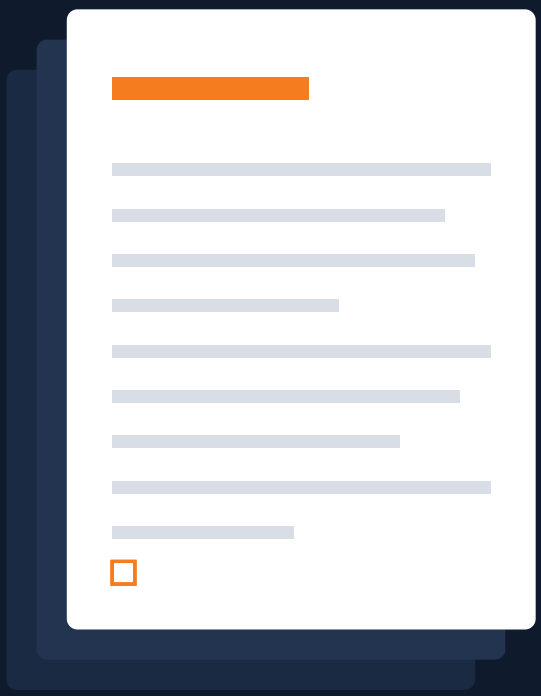
Documentation
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FREE TEMPLATE

SOP TEMPLATES

Process SOP

An end-to-end view of complex multi-departmental operations and their handoffs.

LEVEL OF DETAIL

Moderate

BEST SUITED FOR

Complex multi-departmental operations

About this template

The Process SOP describes how work moves across teams rather than every keystroke. It maps stages, owners, inputs, outputs and handoffs, and links out to detailed task-level SOPs where needed. It is ideal for order-to-cash, hiring, client onboarding and similar processes.

Detail	
Level of detail	Moderate
Best suited for	Complex multi-departmental operations

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

SOP title		**SOP number**	
Revision		**Department**	
Process owner		**Approved by**	
Effective date		**Next review date**	

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

01 Purpose

GUIDANCE *One or two sentences on what this procedure achieves and why it matters. Do not describe the steps here.*

EXAMPLE This SOP ensures every new client account is set up correctly within two business days, so billing, access and reporting work from day one.

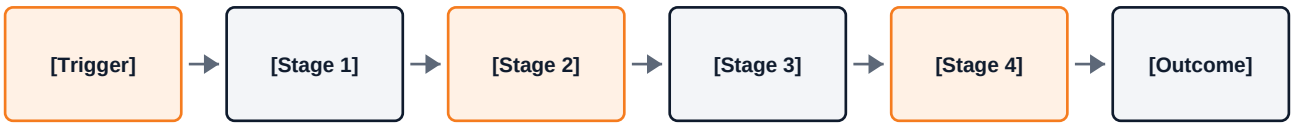
02 Scope

GUIDANCE *State exactly what is covered and what is not. Clear exclusions stop people applying the SOP to the wrong situation.*

In scope	Out of scope
[Process, location, systems covered]	*[Related processes handled elsewhere]*

03 Process Map

GUIDANCE *Show the main stages from trigger to outcome. Keep it to 4-7 stages; detail goes in the stage table.*



04 Stakeholders & RACI

GUIDANCE *Show who is Responsible, Accountable, Consulted and Informed for each stage.*

Stage	[Dept A]	[Dept B]	[Dept C]	[Dept D]
[Stage 1]	R	A	C	I

R = Responsible · A = Accountable · C = Consulted · I = Informed

05 Stage Details

GUIDANCE *For each stage, describe inputs, key activities, outputs and the system used. Link to task-level SOPs.*

Stage	Owner	Inputs	Key activities	Outputs	Linked SOP
[1]	*[Dept]*	*[What arrives]*	*[What happens]*	*[What leaves]*	*[SOP no.]*

06 Handoffs & SLAs

GUIDANCE *Handoffs are where processes fail. Define what is passed, how, and how quickly.*

From	To	What is handed over	Channel	SLA
[Team]	*[Team]*	*[Item / data]*	*[System / form]*	*[e.g. 24 hrs]*

07 Process KPIs

GUIDANCE *Measure the whole process, not just individual steps.*

KPI	Target	Data source	Reviewed by
[e.g. End-to-end cycle time]	*[Target]*	*[System]*	*[Role / meeting]*

08 Exceptions & Escalation

GUIDANCE *Name the common exceptions and who resolves them.*

Exception	Resolution	Owner
[Exception]	*[Action]*	*[Role]*

09 Records & Related Documents

GUIDANCE *List the records this procedure creates, where they are kept, and for how long. Link related policies and SOPs.*

Record / document	Location	Retention	Owner
[Record name]	*[System or folder]*	*[e.g. 3 years]*	*[Role]*

10 Approval

GUIDANCE *Signatures make the SOP official. Do not use it until it is approved.*

Role	Name	Signature	Date
Prepared by			
Reviewed by			
Approved by			

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YOUR TEMPLATE IS READY. YOUR TIME IS LIMITED.

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