



<b>SOP #</b>	IS-G0001-001
<b>Issue date</b>	2009/04/27
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<b>Department</b>	Information Services
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<b>Disclosable</b>	Yes, publically disclosable

<b>Title</b>	<b>Writing a Standard Operating Procedure (SOP)</b>
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## 1.0 Purpose

- 1.1 To explain the process and guidelines for writing, controlling, and publishing an SOP.

## 2.0 Scope

- 2.1 This SOP applies to all divisions of Information Services (IS) but may be used by any department interested in creating SOPs to document work processes. It will describe the SOP form and how to fill it in, suggested best practices for writing SOPs, and how to control SOPs using CAMAS.

## 3.0 Definitions

### 3.1 CAMAS

CAMAS is Kittitas County's intranet.

### 3.2 DH/EO

Department head or elected official who manages a department or division of the county.

### 3.3 SOP

Written detailed instructions on how to perform a task. An SOP may be a process internal to one department or a process of one department used by employees in other departments. An SOP is not a policy but it may be the process for carrying out a policy.

## 4.0 Responsibilities

- 4.1 IS/Applications will provide a mechanism for publishing SOPs on CAMAS.
- 4.2 DH/EO or their designee will be responsible for performing the final approval of an SOP before it is published to CAMAS for use by employees.

## 5.0 Prerequisites

- 5.1 A thorough understanding of the process for which the SOP is being written.

## 6.0 Procedure

### 6.1 Name the SOP

Use words that explicitly describe the process covered, for example "HP Laser Jet 4000T toner cartridge replacement"

### 6.2 Number the SOP in the format DD-xxxxxx-rrr where:

- 6.2.1 DD is a two character abbreviation for the department. See <http://camas/is/directory/departments.asp> for department abbreviations.

6.2.2 xxxxxx is a five character unique identifier within the department. Each department should carefully consider which numbering system to adopt before creating SOPs, and remain consistent with use of the scheme. Naming schemes:

6.2.2.1 Sequential numbering system  
00001 through 99999

6.2.2.2 Numbered scheme  
The first one or two digits refer to a division or group of processes within the department, for example all equipment maintenance might begin with 21 so the first equipment maintenance number would be 21001.

6.2.2.3 Character and numbered scheme  
The first one or two characters refer to a division or group of processes within the department, for example all equipment maintenance might begin with EM so the first equipment maintenance number would be EM001. Information Services uses the following naming convention:

- a) Gxxxx for general instructions
- b) Axxxx for Applications Division SOPs
- c) Nxxxx for Network Operations Division SOPs
- d) Sxxxx for Service Division SOPs

6.2.3 RRR is a three digit sequential number of the revision of the SOP, beginning with 000 for the initial writing.

### 6.3 Include the following sections:

6.3.1 Purpose  
Describe the procedure in general terms.

6.3.2 Scope  
Write a scope for the SOP considering the following questions:

- What specific tasks will be covered?
- Which tasks are not covered?
- Who is the SOP written for?

6.3.3 Definitions  
Define any specific terms used in this SOP which may not be understood by the person performing the procedure.

6.3.4 Responsibilities  
Identify the personnel who have a primary role in the SOP and describe how their responsibilities relate to this SOP.

6.3.5 Prerequisites  
Outline information or equipment required before proceeding with the procedure, e.g. tools, software, documents, certification.

6.3.6 Procedure  
Provide the steps required to perform this procedure. Consider and include where appropriate:

- Links to related SOPs
- Links to forms
- References to product manuals
- How much time the step is expected to take
- Health and safety information
- Photos, diagrams, and flow charts

#### 6.3.7 Documents

List any policy, SOP, software library, or other *KC document* that affect this SOP. Add hyperlinks where appropriate. Link to an SOP using the URL <http://camas/features/sops/sop.asp?sop=is-00001> where is-00001 is the SOP number excluding the revision.

#### 6.3.8 References

List any law, user manual, or other *external* publication that affect this SOP.

#### 6.3.9 Departments affected

List any departments affected by this SOP. Examples: “All”, or a department name, or enter a primary department and list secondary departments.

#### 6.3.10 SOP Revision History

Within each SOP a brief summary of changes should be listed for each previous revision to the SOP, referenced by revision number and date issues.

#### 6.3.11 SOP Approval

Although the preferred approval is to have three different people performing the three roles defined below, there should be at least two people involved in creating an SOP, the author and the reviewer. ***The author and reviewer may not be the same person.***

##### 6.3.11.1 Author

An employee who thoroughly understands and performs the process should author the document.

##### 6.3.11.2 Reviewer

A different person, preferably someone who also thoroughly understands and performs the process should review the document for technical accuracies, spelling and grammar, and usability.

##### 6.3.11.3 Approver

The DH/EO or their designee is responsible for giving final approval to the SOP before it is published for use by employees.

## 6.4 Include other required content in the SOP:

#### 6.4.1 Kittitas County logo

#### 6.4.2 Issued date

The date the SOP is published and goes into effect. This is not a date in the past when the process was first used but rather the date the SOP was approved (or later), when it goes into effect and governs employee’s processes.

- 6.4.3 Author's name  
Who drafted the SOP. If the person leaves employment their name should not be removed from the SOP until the next revision.
- 6.4.4 Department  
The name of the department publishing the SOP which is responsible for describing the process and communicating it to other county employees.
- 6.4.5 Pagination  
Each page should be numbered sequentially and refer to the total number of pages comprising the SOP.
- 6.4.6 Disclosable  
Each SOP will designate if the procedures is publically disclosable. SOPs that describe sensitive information, such as security processes, may not be publically disclosable. Seek prosecutor input for non-disclosable designations.
- 6.4.7 Document footer  
The footer should contain the text "Use of a superseded or obsolete document is prohibited. It is the user's responsibility to verify this document is current prior to each use."

## 6.5 Follow best practices for writing SOPs:

- 6.5.1 Get input from as many people as is practical, including users and non-users.
- 6.5.2 Evaluate SOPs on a regular basis.
- 6.5.3 Follow regulatory requirements.
- 6.5.4 Write in a standard language to promote consistency and understanding, e.g. red cells, red blood cells, packed cells, or concentrated red cells?
- 6.5.5 Use a standard format so referencing different SOPs is easy to follow.
- 6.5.6 Include rationale – important to explain why steps are included in the SOP for users and future revision.
- 6.5.7 Begin each step with a verb, e.g. write, measure, weigh, contact, etc.
- 6.5.8 Maintain archived copies.
- 6.5.9 Use the electronic system for maintaining SOPs on CAMAS;  
<http://camas/features/sops/>.

## 6.6 Avoid the following:

- 6.6.1 Avoid using unnecessary words. Be concise yet clear at all times.
- 6.6.2 Avoid too much detail: leave out overly specific locations and equipment e.g. retrieve reagents from reagent refrigerator NOT remove reagents 1, 2 and 3 from upper right shelf of the Puffer Hubbard® refrigerator.
- 6.6.3 Avoid trade/commercial names; if your supplier changes the SOP would require revision.

- 6.6.4 Avoid stating instructions in more than one SOP; it will cause confusion for users and will be difficult to track.
- 6.6.5 Avoid forms in the body of the SOP; link to them, so they are easier to use and can be updated without having to revise and SOP.
- 6.6.6 Avoid beginning SOPs with the words Process or Procedure; it makes SOPs difficult to find if all titles begin with Process for...

## 6.7 Revising an SOP

Each approved version of an SOP should be maintained for historical purposes.

- 6.7.1 Open the MS Word version of the current SOP. This native format version should have limited access; to avoid accidental editing only the DH/EO or their designee should have access to the MS Word versions.
- 6.7.2 Save the document with an R after the revision number; e.g. IS-00001-000.docx would be saved as IS-00001-000R.docx.
- 6.7.3 Turn on the track changes feature in MS Word. Keep the track changes on until the document is finalized and ready to publish. This document will serve to show all revisions made the previous version.
- 6.7.4 After all changes are finalized, reviewed and approved, save the document with the next revision number; e.g. IS-00001-000R.docx would become IS-00001-001.docx.
- 6.7.5 Open the MS Word version of the previous SOP again and add "Superseded by IS-00001-001 2009/01/05" on a new line below the SOP Title (go to the end of the title and press Shift-Enter). This will ensure anyone viewing a superseded document will know if and when it was superseded.
- 6.7.6 Save the three documents as PDF files and publish the SOP PDF files.
  - IS-00001-000.pdf (with the superseded text addition)
  - IS-00001-000R.pdf (which includes the tracked changes)
  - IS-00001-001 (the new version)

## 6.8 Retiring an SOP

- 6.8.1 When an SOP is no longer applicable and will not be revised or used again, it may be retired.
- 6.8.2 Open the MS Word version of the retiring SOP.
- 6.8.3 Add "Obsolete 2009/01/05" on a new line below the SOP Title (go to the end of the title and press Shift-Enter). This will ensure anyone viewing a retired document will know it is no longer used.
- 6.8.4 Save the document as a PDF file and publish the SOP PDF file.

## 6.9 Publish the SOP

- 6.9.1 Go to CAMAS, Features, SOPs <http://camas/features/sops/> and follow the steps to publish new and revised SOPs.

## 7.0 Documents

7.1 The SOP template is available on the network.

7.1.1 IS  
From Word, Office button, New, New from existing, G:\Administrative\Templates\IS SOP Form.dotx

7.1.2 Other departments  
From Word, Office button, New, New from existing, T:\Templates\SOP Form.dotx

7.2 Stored SOP Word documents are on the network.

7.2.1 IS  
G:\Administrative\SOPs

7.2.2 Other departments  
G:\ by department and should be secured to only allow access to the DH/EO or their designee

## 8.0 References

8.1 None.

## 9.0 Departments affected

9.1 Information Services

9.2 Any department wishing to write SOPs for their procedures.

## SOP Revision History

Rev #	Issue Date	Summary of Changes
000	2009/02/02	Original issue.
001	2009/04/21	Revised numbering system and added disclosable designation

## SOP Approval

	Name/Title/Department	Date
<b>Author:</b>	Jim Goeben, Application Development Manager, Information Services	2009/04/27
<b>Reviewer:</b>	Duke Senter, Director of Information Services	2009/04/27
<b>Approver:</b>	Duke Senter, Director of Information Services	2009/04/27