

Standard operating procedure

Replace every text in [brackets]. Delete these grey hints when the SOP is done.

Document ID	[e.g. OPS-001]	Version	[1.0]
Title	[Task as verb + object, e.g. Set a user's role back to Viewer]		
Effective date	[date this version applies from]	Owner	[name, role: keeps this SOP correct]
Approved by	[name, role; only if your quality system asks for approval]		

Purpose

[One sentence: why the task exists and what goes wrong without it.]

Scope

Use when	[the trigger: the event or request that starts this task]
Not for	[the nearest case this SOP does not cover, and where that one is written]

Roles and responsibilities

[Who does it, e.g. Operations]	[carries out the steps]
[Who starts it, e.g. team lead]	[sends the request or ticket]
[Owner]	[keeps this SOP correct; answers when it fails]

Prerequisites

- [Access or role needed, e.g. Admin role in the admin panel]
- [Data or approval needed before step 1, e.g. the approved ticket]

Steps

No.	Action	Screenshot	Result
1	[Verb + exact label in bold, e.g. In the menu, click Users .]	[screenshot, clicked element marked]	[what the reader sees next]
2	[]	[]	[]
3	[]	[]	[]
4	[]	[]	[]
5	[]	[]	[]

Expected result

[How the reader knows the task is done: the screen, the message or the record that proves it.]

If it fails

- [Symptom]: [likely cause and what to do, or whom to ask]

Revision history

Version	Date	Change	By
[1.0]	[date]	[First version]	[name]
[]	[]	[]	[]