# IO 1 – Standard Operating Procedures

# SOP X – Template

|  |  |
| --- | --- |
| **LOGO** | **“Template for SOPs”** |
| **Created by** | *List the name of the author of the SOP* |
| **Issued on** | *List the date when the SOP was issued* |
| **Created for** | *List all the team members who are involved in the procedure* |
| **Updated by** | *In case of an SOP update, add the person responsible for such an update* |
| **Updated on** | *In case of an SOP update, add the date of such an update* |
|  | |
| **Introduction** | |
| *This section presents the basic idea in the context of previous and upcoming procedures.* | |
| **Purpose** | |
| *Description of the main purpose of the SOP. Linked to the introduction section.*  *The direct goal includes the measures and key activities to be processed.* | |
| **Procedure** | |
| *Individual steps are supported by precise formulations if needed. Finally, the steps are listed concerning the mentioned goal.* | |
| **Critical points and unstandardized situations** | |
| *Lastly, the critical points and possible solutions are mentioned to provide a comprehensive understanding of the problem, SOP. These must be handled individually and are part of the empirical training focused on problem-solving, empathy and advanced customer care.* | |