

# IO 1 – Standard Operating Procedures

## SOP X – Template

LOGO	“Template for SOPs”
<b>Created by</b>	<i>List the name of the author of the SOP</i>
<b>Issued on</b>	<i>List the date when the SOP was issued</i>
<b>Created for</b>	<i>List all the team members who are involved in the procedure</i>
<b>Updated by</b>	<i>In case of an SOP update, add the person responsible for such an update</i>
<b>Updated on</b>	<i>In case of an SOP update, add the date of such an update</i>
<b>Introduction</b> <i>This section presents the basic idea in the context of previous and upcoming procedures.</i>	
<b>Purpose</b> <i>Description of the main purpose of the SOP. Linked to the introduction section.</i>  <i>The direct goal includes the measures and key activities to be processed.</i>	
<b>Procedure</b> <i>Individual steps are supported by precise formulations if needed. Finally, the steps are listed concerning the mentioned goal.</i>	
<b>Critical points and unstandardized situations</b>	

*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.*