

# Standard Operating Procedure Template

COMPANY NAME

Street Address

City, State and Zip

webaddress.com

Version 0.0.0

00/00/0000

Department Responsible

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR

## Introduction

Describe the purpose of this SOP for your employees.

## X Procedures

Describe the responsibilities of the employee.

## X Process

Describe what the employee should expect when they submit a ticket, such as an email acknowledgement, the full details of the ticket, and when a response will be given. Explain what the employee should do if they do not receive a response within the described time. Describe how a ticket is closed and whether an employee will receive surveys. Include the preferred steps an employee should take if service was unsatisfactory and to whom they should report concerns.

### X Flowchart

A flowchart shows what actions to take in order to complete a ticket.

