

Internal Process & Standard Operating Procedure Template

Use this template to outline an internal process for your team and identify the problem it solves.

Purpose:

[In one sentence, explain the purpose of this template. *Example: How to service customers who call in with a billing question.*]

Related topics:

- [Insert related Guru Card Link]
- [Insert related Guru Card Link]
- [Insert related Guru Card Link]

Context:

[In one sentence, explain the appropriate way to use this Card's knowledge so the user knows how it relates to the above purpose.]

How to [insert process here]:

[Replace this section with instructions for the internal process, including a numbered list for a sequential process.]

1. Step one instructions here
2. Step two instructions here
3. Step three instructions here
4. Step four instructions here

For more information, contact [insert contact information for additional information on this process].



Sample Operating Procedures Manual

Doni L. Bird, Debbie S. Robinson



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