SOP Template: Identification and Documentation of Current Process Baseline

This SOP details the **identification and documentation of current process baseline**, encompassing the systematic assessment of existing workflows, data collection on performance metrics, evaluation of process efficiency and effectiveness, and comprehensive recording of all findings. The objective is to establish a clear and accurate baseline that serves as a reference point for future process improvements, performance tracking, and benchmarking activities.

1. Purpose

To provide step-by-step instructions for identifying, assessing, and documenting the current baseline of business processes.

2. Scope

This SOP applies to all staff involved in process analysis, quality assurance, and continuous improvement efforts.

3. Responsibilities

- **Process Owners:** Facilitate access to relevant documentation and experts.
- **Process Analysts:** Conduct workflow reviews, data collection, and documentation.
- **Quality Assurance Team:** Validate and approve the documented baseline.

4. Procedure

1. **Plan the Assessment**
   - Define the process scope and objectives.
   - Identify stakeholders and key personnel.
   - Schedule interviews and observations as needed.
2. **Collect Process Information**
   - Gather all relevant documentation (process maps, SOPs, forms, reports).
   - Map out current workflows using flowcharts or diagrams.
   - Record roles, responsibilities, and interfaces.
3. **Measure Performance**
   - Identify key performance indicators (KPIs) relevant to the process.
   - Collect baseline data for each KPI (through records, interviews, observation, systems data, etc.).
4. **Assess Process Efficiency and Effectiveness**
   - Analyze data to determine cycle times, error rates, resource utilization, etc.
   - Identify existing bottlenecks and inefficiencies.
5. **Document Findings**
   - Prepare a detailed report of current workflows, metrics, and observations.
   - Include process maps, data tables, and narrative analyses.
6. **Review and Validate Documentation**
   - Share the draft documentation with stakeholders for feedback.
   - Incorporate feedback and finalize the baseline documentation.
7. **Archive and Communicate Baseline**
   - Store documentation in the designated repository.
   - Communicate the baseline and its importance to all relevant parties.

5. Documentation and Records

Document/Record	Location	Retention Period
Process Maps/Flowcharts	Process Repository	5 Years
Baseline Data Reports	Quality Management System (QMS)	5 Years
Stakeholder Feedback	Project Files	3 Years

6. Review and Update

This SOP shall be reviewed annually or upon major process change to ensure ongoing relevance and accuracy.

7. References

- Business Process Management Guidelines
- Continuous Improvement Policy
- Quality Management System Manual

Version: 1.0 | Effective Date: [Insert Date] | Prepared by: [Insert Name/Title]