SOP Template: Roles, Responsibilities, and Authority Matrix

This SOP defines the **roles, responsibilities, and authority matrix** within the organization, detailing the specific duties and decision-making powers assigned to each position. It aims to ensure clarity, accountability, and efficient workflow by outlining who is responsible for tasks, who has the authority to approve actions, and how communication flows between departments. This framework supports effective management, risk mitigation, and organizational alignment with strategic objectives.

1. Purpose

To establish a standard framework for defining and communicating the roles, responsibilities, and authority levels of all key positions within the organization.

2. Scope

This SOP applies to all departments and personnel involved in the organization's operations.

3. Definitions

- **Role:** A defined function or position within the organization.
- **Responsibility:** The tasks or duties assigned to a role.
- **Authority:** The power to make decisions or approve actions in specific areas.
- **Accountability:** The obligation to answer for the completion of assigned tasks.

4. Roles, Responsibilities, and Authority Matrix

Role/Position	Key Responsibilities	Authority Level	Accountability
Chief Executive Officer (CEO)	Strategic leadership, company oversight, stakeholder management	Ultimate decision-making, policy approval	Organizational performance, legal compliance
Chief Operations Officer (COO)	Oversee daily operations, implement strategy, manage process improvements	Operational approvals, resource allocation	Operational efficiency, process compliance
Department Manager	Department leadership, team supervision, goal setting	Budgetary control, hiring & task assignment	Department results, team development
Team Lead	Team coordination, task distribution, progress monitoring	Approve day-to-day activities, recommend improvements	Task completion, team performance
Employee/Staff	Execute assigned tasks, follow procedures, report issues	None (operational tasks only)	Task delivery, adherence to policies

5. Authority Matrix Legend

- **A:** Approves
- **R:** Responsible
- **C:** Consulted
- **I:** Informed

6. Authority Responsibility Matrix (RACI)

Activity / Decision	CEO	COO	Department Manager	Team Lead	Employee/Staff
Approve strategic plan	A	R/C	C	I	I
Implement operations process	I	A	R	C	I

Hire new team member	I	C	A/R	C	I
Daily task execution	I	I	C	R	A/R
Process improvement proposal	I	A	R	C	I

7. Communication Flow

- Upward reporting from Employees to Team Leads to Department Managers
- Managers escalate significant issues to COO/CEO as needed
- Information sharing across departments via established channels (e.g., meetings, reports, internal platforms)

8. Review and Revision

This SOP should be reviewed annually or when organizational changes occur to ensure continued relevance and effectiveness.

9. Approval

Approved by: _____
Date: _____