

SOP Template: Standard Response Timeframes for Internal Inquiries

This SOP defines **standard response timeframes for internal inquiries**, ensuring timely communication and efficient workflow within the organization. It establishes clear expectations for acknowledging and resolving inquiries based on their priority levels, outlines responsibilities for team members, and aims to enhance internal collaboration and customer service by minimizing delays.

1. Purpose

To outline standardized procedures and response timeframes for handling internal inquiries, enhancing efficiency, transparency, and accountability within the organization.

2. Scope

This SOP applies to all employees and departments involved in internal communications and inquiries, regardless of format (email, ticketing system, messaging, etc.).

3. Definitions

- **Internal Inquiry:** Any request for information, clarification, or action made by one employee or department to another within the organization.
- **Acknowledgment:** Confirmation that an inquiry has been received and is being processed.
- **Resolution:** Complete and satisfactory response or action addressing the inquiry.
- **Priority Levels:** Classification of inquiries based on urgency and impact.

4. Roles & Responsibilities

- **Inquiry Recipient:** Responsible for promptly acknowledging and responding to internal inquiries as per priority guidelines.
- **Inquiry Initiator:** Responsible for providing clear, concise information and specifying the priority level if appropriate.
- **Supervisors/Managers:** Responsible for monitoring compliance, addressing delays, and providing escalation support if needed.

5. Standard Response Timeframes

Priority Level	Definition	Acknowledgment Timeframe	Resolution Timeframe
High	Critical operations or urgent issues affecting team/business continuity	Within 1 business hour	Within 4 business hours
Medium	Important inquiries not impacting critical operations	Within 4 business hours	Within 1 business day
Low	General requests, information, or non-urgent tasks	Within 1 business day	Within 3 business days

6. Procedure

1. **Assessment:** On receipt of an inquiry, assess the priority level based on definitions provided.
2. **Acknowledgment:** Send acknowledgment within the defined timeframe per priority.
3. **Action & Resolution:** Investigate, coordinate, and provide resolution within the stipulated period.

- 4. **Escalation:** If unable to resolve within the timeframe, escalate to the relevant supervisor/manager with details and reasons for delay.
- 5. **Documentation:** Maintain records of all inquiries, responses, and any escalations for audit and process improvement purposes.

7. Escalation Process

If an internal inquiry is not acknowledged or resolved within the standard timeframe, it must be escalated to the relevant manager or team lead. All escalations should be documented, including the reason for delay and expected revised delivery time.

8. Monitoring and Review

- Supervisors/managers will periodically review inquiry logs and compliance with response timeframes.
- Continuous improvements will be identified and incorporated based on feedback and performance metrics.

9. Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial SOP release	SOP Team