Standard Operating Procedure (SOP): Meeting Scheduling and Confirmation Protocols

This SOP details **meeting scheduling and confirmation protocols**, covering the procedures for setting up meetings, sending invitations, confirming attendance, managing scheduling conflicts, and ensuring timely communication. The goal is to streamline the meeting coordination process, enhance participant engagement, and minimize scheduling errors for efficient and effective meetings.

1. Purpose

To outline standardized procedures for scheduling, inviting, confirming, and managing meetings, ensuring efficiency, clarity, and accountability throughout the meeting coordination process.

2. Scope

This SOP applies to all staff responsible for coordinating, scheduling, or attending meetings within the organization, including both internal and external participants.

3. Responsibilities

- **Meeting Organizer:** Initiates scheduling, sends invitations, tracks confirmations, and manages logistics.
- **Participants:** Responds to meeting invitations within the specified time, communicates scheduling conflicts, and confirms attendance.
- **Administrative Support:** Assists in calendar management and documentation as needed.

4. Procedures

1. **Meeting Setup**
   - Define the objective, agenda, required attendees, and preferred dates/times.
   - Consider time zones and availability of key participants.
2. **Sending Invitations**
   - Use the organization's official calendar/email tool (e.g., Outlook, Google Calendar).
   - Include meeting title, agenda, date, time, duration, location or virtual link, and desired RSVP deadline.
3. **Receiving and Tracking Responses**
   - Monitor RSVPs, confirming acceptances and noting declines/tentatives.
   - Follow up with non-responsive invitees before the RSVP deadline.
4. **Managing Scheduling Conflicts**
   - Promptly address conflicts by proposing alternative dates/times, or prioritizing critical attendees.
   - Communicate any changes clearly to all participants, updating meeting details as necessary.
5. **Final Confirmation and Reminders**
   - Send a confirmation email or update the invitation at least 24 hours prior to the meeting, summarizing agenda and participation details.
   - Automated or manual reminders should be sent 1 hour before the meeting begins.
6. **Post-Meeting Follow-Up**
   - Distribute minutes or outcomes as needed.
   - Archive attendees' responses for future reference.

5. Related Documents & Tools

- Meeting Agenda Template
- Official Organization Calendar/Email Client
- Meeting Minutes Template

6. Review and Revision

This SOP will be reviewed annually or as needed to ensure alignment with organizational changes and best practices.