

# SOP Template: Work Scope Definition and Agreement Protocols

## 1. Purpose

This SOP outlines **work scope definition and agreement protocols**, including identification of project objectives, detailed task and deliverable descriptions, clarification of roles and responsibilities, establishment of timelines and milestones, communication and approval processes, change management procedures, and documentation standards. The aim is to ensure clear understanding and mutual agreement between all parties, minimizing risks related to scope creep, misunderstandings, and project delays.

## 2. Scope

This procedure applies to all projects requiring formal definition and agreement of work scope, including internal and external engagements.

## 3. Responsibilities

- **Project Manager:** Initiate, document, and maintain work scope agreements; facilitate approvals.
- **Project Team:** Review, provide input, and adhere to defined scope.
- **Stakeholders/Clients:** Review, validate, and formally agree to the work scope.

## 4. Procedure

Step	Description	Responsible	Documentation
4.1 Identify Project Objectives	Document clear, measurable objectives and goals of the project.	Project Manager, Stakeholders	Project Charter/Scope Statement
4.2 Define Tasks and Deliverables	List all tasks, expected outputs, and deliverables in detail.	Project Manager, Team	Work Breakdown Structure (WBS)
4.3 Clarify Roles and Responsibilities	Specify who is responsible, accountable, consulted, and informed (RACI chart).	Project Manager	Responsibility Matrix
4.4 Establish Timelines and Milestones	Set key dates, deadlines, and deliverable milestones.	Project Manager	Project Schedule/Gantt Chart
4.5 Communication and Approval Processes	Outline communication protocols and define formal approval points.	Project Manager	Communication Plan, Sign-off Sheets
4.6 Change Management Procedures	Describe how scope changes are to be requested, reviewed, approved, and documented.	Project Manager, Stakeholders	Change Request Forms, Change Log
4.7 Documentation Standards	Ensure all scope definitions, agreements, changes, and approvals are documented and accessible.	Project Manager	Project Repository/Document Control System

## 5. Documentation and Records

- Project Charter/Scope Statement
- Work Breakdown Structure (WBS)
- Responsibility Matrix (RACI)
- Project Schedule/Gantt Chart
- Communication Plan

- Change Log and Request Forms
- Formal Approval/Sign-off Documents

## 6. Review and Revision

This SOP shall be reviewed annually or upon significant changes to ensure ongoing effectiveness and compliance.

**Document Control:**

Version: 1.0 | Effective Date: [Enter Date] | Review Date: [Enter Date] | Owner: [Enter Name/Title]