

SOP: Approval Workflow for Booking Requests

This SOP defines the **approval workflow for booking requests**, detailing the step-by-step process for submitting, reviewing, and approving reservations. It covers request submission protocols, criteria for approval, roles and responsibilities of approvers, notification procedures, and documentation standards. The goal is to ensure a streamlined, transparent, and efficient booking approval system that minimizes scheduling conflicts and enhances resource management.

1. Purpose

To establish a clear and consistent process for the approval of booking requests, ensuring optimal utilization of organizational resources.

2. Scope

This SOP applies to all employees and departments requesting the use of shared resources (e.g., meeting rooms, equipment, vehicles).

3. Definitions

- **Booking Requester:** Individual submitting the reservation request.
- **Approver:** Designated authority responsible for reviewing and approving/denying the request.
- **Booking System:** The platform or process used to manage booking requests.

4. Roles and Responsibilities

Role	Responsibility
Requester	Submits accurate booking requests with all required information.
Approver	Reviews, approves, or denies requests based on criteria and resource availability.
Admin	Maintains system, updates booking status, and manages notifications.

5. Workflow Steps

1. **Submission:**
 - The requester submits a booking request via the designated system or form.
 - All required fields (date, time, resource, purpose, etc.) must be completed.
2. **Initial Review:**
 - The booking system checks for conflicts or double-bookings.
3. **Approval:**
 - The approver reviews the request, referencing resource availability and approval criteria (see Section 6).
 - Approver takes action: **Approve** or **Deny** with rationale.
4. **Notification:**
 - The requester is automatically notified of the decision via email or system notification.
5. **Documentation:**
 - All booking activities and approvals are logged in the system for accountability and auditing.

6. Approval Criteria

- Resource availability
- Justification and purpose of request
- Compliance with organizational policies
- Priority and strategic alignment

7. Notification Procedures

- Requesters receive confirmation or denial notifications within 24 business hours.
- Notifications include booking details, status, and (if denied) reasons for decision.

8. Documentation Standards

- All requests, decisions, comments, and supporting documents are archived within the booking system for a minimum of one year.

9. Review and Updates

- This SOP will be reviewed annually and updated as necessary to reflect changes in procedures or technology.