SOP Template: Knowledge Base Documentation and Updates

This SOP details the process for **knowledge base documentation and updates**, including guidelines for content creation, review cycles, version control, approval workflows, and regular maintenance. The objective is to ensure that all knowledge base articles remain accurate, current, and easily accessible to support efficient information sharing and organizational learning.

1. Purpose

To establish a standardized procedure for creating, updating, and maintaining knowledge base documentation.

2. Scope

This SOP applies to all team members responsible for authoring, reviewing, or approving knowledge base articles.

3. Roles and Responsibilities

Role	Responsibility
Author	Create and update knowledge base content.
Reviewer	Review content for accuracy and clarity before publication.
Approver	Approve final content for publishing.
Administrator	Manage access, oversee version history, and coordinate regular maintenance.

4. Procedure

4.1 Content Creation

- Identify gaps or updates needed in the knowledge base.
- Draft new articles using the standard template (see Appendix A).
- Ensure information is accurate, concise, and clearly structured.

4.2 Review Cycle

- Notify designated reviewers upon submitting a new or updated article.
- Reviewers validate accuracy, check for clarity, and suggest edits as required.
- Authors address reviewer feedback and resubmit for approval if necessary.

4.3 Approval Workflow

- Approver reviews the final version for compliance with standards.
- Once approved, content is published to the live knowledge base.
- All approved changes must be logged with date, author, and version number.

4.4 Version Control

- Each published or updated article receives a new version number (e.g., v1.2).
- Maintain a changelog including date, author, summary of changes, and version.

4.5 Regular Maintenance

- Conduct quarterly reviews of all articles to ensure accuracy and relevance.
- Archive or update outdated content as necessary.
- Solicit feedback from users to identify areas for improvement.

5. Related Documents

- Knowledge Base Article Template (Appendix A)
- Style Guide
- Content Review Checklist

6. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial release	Your Name

Appendix A: Knowledge Base Article Template

Section	Description
Title	Clear and descriptive title of the article.
Summary	Brief overview of the content.
Procedure/Body	Step-by-step instructions or core content.
References	Related articles, documents, or external links.
Version & Revision History	Date, author, summary of changes.