

SOP: Supervisor Approval Workflow Guidelines

This SOP details the **supervisor approval workflow guidelines**, outlining the step-by-step process for obtaining necessary approvals, roles and responsibilities of supervisors, criteria for evaluation, documentation requirements, timelines for decision-making, and communication protocols. The purpose is to ensure a streamlined, consistent, and accountable approval process that supports organizational efficiency and compliance.

1. Purpose

To establish a standardized workflow for supervisor approvals that assures efficiency, compliance, and accountability across the organization.

2. Scope

This SOP applies to all employees and supervisors involved in the approval process for forms, requests, or decisions requiring supervisory authorization.

3. Definitions

Term	Definition
Requestor	Individual initiating the approval request.
Supervisor	Authorized person responsible for reviewing and approving the request.
Approval Workflow	The sequence of steps through which requests are processed and approved.

4. Roles and Responsibilities

- **Requestor:** Completes and submits all necessary documentation for approval; responds to supervisor queries.
- **Supervisor:**
 - Reviews all submitted documentation for completeness and accuracy.
 - Evaluates requests based on defined criteria (see Section 5).
 - Provides approval, requests revisions, or rejects requests with justifications.
 - Ensures timely communication of decisions.
- **HR/Administration:** (If applicable) Facilitates routing, tracks statuses, and maintains records.

5. Criteria for Evaluation

1. Compliance with organizational policies, procedures, and regulatory requirements.
2. Accuracy and completeness of the information provided.
3. Alignment with business needs and objectives.
4. Resource availability and impact assessment.

6. Step-by-Step Approval Process

1. **Request Submission:** The requestor completes the required form and submits all supporting documentation to the supervisor.
2. **Initial Review:** Supervisor verifies the completeness and accuracy of the submission.
3. **Evaluation:** Supervisor assesses the request based on the evaluation criteria (Section 5).

- 4. **Clarification (if needed):** Supervisor seeks additional information or corrections from the requestor.
- 5. **Decision:** Supervisor approves, requests updates, or rejects the request, ensuring rationale is documented.
- 6. **Documentation:** All approval decisions and supporting materials are retained per documentation requirements (Section 7).
- 7. **Notification:** Supervisor promptly communicates the decision to the requestor and any relevant parties.

7. Documentation Requirements

- Maintain electronic or hard copies of all submitted requests and supporting documents.
- Record approval decision, date/time, name of the supervisor, and any comments or conditions.
- Retention period: Minimum of 3 years or as specified by relevant regulations.

8. Timelines for Decision-Making

- Supervisors must review and respond to approval requests within **3 business days** of submission.
- If additional information is required, requestor must respond within **2 business days**.
- All decisions communicated within **1 business day** of final decision.

9. Communication Protocols

- Approval decisions are communicated via official organizational email or workflow system.
- For urgent requests, use phone or direct messaging in addition to written communication.
- Maintain professionalism and document all communication related to the approval process.

10. Compliance and Audit

- Supervisors and requestors must adhere to this SOP at all times.
- Periodic audits may be conducted to ensure compliance and identify process improvements.
- Non-compliance will be addressed as per the organization's policies and may result in disciplinary action.

11. Revision History

Version	Date	Description	Author
1.0	2024-06-19	Initial creation	[Your Name]