

SOP: Terminology Management and Glossary Utilization Protocols

This SOP details the **terminology management and glossary utilization protocols**, encompassing the standardized process for defining, updating, and maintaining organizational terms to ensure consistency and clarity. It includes guidelines for glossary creation, terminology approval workflows, usage standards across documents, roles and responsibilities for managing terms, and tools for terminology tracking and integration. The purpose is to enhance communication accuracy, reduce misunderstandings, and support effective knowledge sharing within the organization.

1. Purpose

To establish standardized procedures for managing and using terminology and glossaries across the organization to ensure communication accuracy, clarity, and consistency.

2. Scope

This SOP applies to all organizational units and personnel involved in creating, updating, using, or managing documents containing domain-specific terminology.

3. Definitions

Term	Definition
Term	A word, acronym, or phrase that has a specific meaning within the organization.
Glossary	A collection of standardized definitions for terms used within the organization.
Terminology Manager	The person or team responsible for maintaining and updating the glossary.

4. Roles and Responsibilities

- **Glossary Owner:** Oversees the glossary and approves major updates.
- **Terminology Manager:** Manages day-to-day glossary maintenance and terminology requests.
- **Subject Matter Experts (SMEs):** Contribute definitions and context for terms.
- **All Employees:** Reference the approved glossary for all formal documentation and propose new terms as needed.

5. Procedure

1. **Glossary Creation:**
 - Compile an initial list of terms and definitions relevant to the organization.
 - Review terms with SMEs and stakeholders for accuracy and completeness.
 - Store the glossary in a centralized, accessible location (e.g., knowledge base, intranet).
2. **Managing Updates:**
 - Submit requests for new terms, term updates, or deletion to the Terminology Manager using the prescribed template/form.
 - The Terminology Manager vets submissions and consults with SMEs as appropriate.
 - All proposed changes are reviewed and approved by the Glossary Owner.
3. **Document Usage:**
 - Authors must use only approved terms as defined in the glossary in all organizational documents.
 - Terms outside the glossary must be submitted for review before inclusion.
4. **Integration and Tools:**
 - The glossary should be integrated with editing and collaboration tools where feasible (e.g., as an add-in or hyperlink).
 - Maintain version control and changelogs for transparency.

6. Approval Workflow

1. Submission of new or revised term to Terminology Manager
2. Initial review by Terminology Manager and consultation with SMEs
3. Approval or rejection by Glossary Owner
4. Notification and update of glossary repository

7. Compliance & Review

- Annual review of glossary content and this SOP by the Glossary Owner and Terminology Manager
- Mandatory training for new employees on glossary protocols
- Regular audits of documentation for terminology compliance

8. Related Documents & Tools

- Glossary submission/update form template (link or file location)
- Centralized glossary repository (link or file location)
- Knowledge base and collaboration platforms

9. Revision History

Version	Date	Description	Author
1.0	2024-06-13	Initial release	Documentation Team