

SOP Template: Communication and Update Protocols with Requester

This SOP defines **communication and update protocols with requester**, outlining clear procedures for maintaining consistent, timely, and transparent communication throughout project or service delivery. It includes guidelines for initial contact, regular status updates, handling inquiries and feedback, escalation processes, and final confirmation. The aim is to ensure effective collaboration, manage expectations, and enhance satisfaction by providing accurate and proactive information exchanges between service providers and requesters.

1. Purpose

To establish a standardized process that ensures professional, responsive, and transparent communication with all requesters, supporting effective project or service delivery.

2. Scope

This protocol applies to all team members providing services or project deliverables to internal or external requesters.

3. Definitions

- **Requester:** Individual or entity requesting services or deliverables.
- **Service Provider:** Team member responsible for delivering the requested outcome.
- **Status Update:** Regular communication about progress, blockers, or achievements.
- **Escalation:** Process of addressing issues requiring higher-level attention.

4. Procedure

4.1 Initial Contact

- Acknowledge receipt of request within **1 business day**.
- Confirm understanding of request and clarify requirements if necessary.
- Introduce key contacts and provide expected timelines and next steps.

4.2 Status Updates

- Provide updates at predetermined intervals (e.g., weekly, or per project agreement).
- Include summary of progress, next milestones, and any challenges or dependencies.
- Use preferred communication channels (e.g., email, project management tools, meetings).

4.3 Handling Inquiries and Feedback

- Acknowledge all inquiries within **1 business day**.
- Address feedback constructively and make necessary adjustments promptly.
- Escalate unresolved or critical feedback to appropriate team members or supervisors.

4.4 Escalation Process

- Identify issues that require escalation (e.g., delays, major blockers, conflicts).
- Notify both requester and relevant leadership promptly.
- Document escalation actions and resolutions.

4.5 Final Confirmation and Closure

- Notify requester upon completion or delivery of services/products.
- Seek confirmation of satisfaction or additional feedback.
- Document closure and archive communications for reference.

5. Roles & Responsibilities

Role	Responsibility
Service Provider	Execute communication protocol, provide updates, and maintain documentation.
Team Lead/Supervisor	Oversee communication quality, handle escalations, and ensure compliance with SOP.
Requester	Provide clear requirements, prompt feedback, and confirmations as needed.

6. Communication Channels

- Email
- Phone/Video Calls
- Project Management Platform (e.g., JIRA, Asana, Trello)
- Instant Messaging (e.g., Slack, Teams)
- In-person Meetings (where applicable)

7. Documentation & Record Keeping

- Log all significant communication and updates within the project repository or tracking system.
- Maintain records for at least **6 months** after project/service delivery, unless otherwise specified.

8. Review & Continuous Improvement

- Review protocols annually or after major projects.
- Gather feedback from requesters and stakeholders for improvements.