

# SOP: Knowledge Base Usage and Documentation Practices

## Purpose

This SOP defines **knowledge base usage and documentation practices** to ensure consistent, accurate, and efficient management of organizational information. It includes guidelines for creating, updating, and maintaining knowledge articles, best practices for categorizing and tagging content, protocols for collaboration and review processes, standards for documentation quality and clarity, and procedures for addressing user feedback and resolving outdated or inaccurate information. The objective is to enhance knowledge sharing, improve accessibility, and support informed decision-making across the organization.

## Scope

This SOP applies to all employees and contractors responsible for contributing to, editing, or managing the organizational knowledge base.

## Responsibilities

- **Knowledge Base Contributors:** Create and update articles according to guidelines.
- **Editors/Reviewers:** Review submissions for accuracy, clarity, and compliance with standards.
- **Knowledge Base Administrator:** Oversee maintenance, organization, and user permissions.

## Procedures

### 1. Article Creation

- Use approved knowledge base templates.
- Write titles that are clear, concise, and descriptive.
- Include purpose, steps/process, troubleshooting, and references as relevant.
- Use plain language and avoid jargon.

### 2. Article Updating & Maintenance

- Review and update articles regularly (at least once annually or upon process change).
- Log all major modifications with change details and author name.
- Archive or delete obsolete articles following review.

### 3. Categorization & Tagging

- Select precise categories based on the organizational taxonomy.
- Add relevant tags/keywords to enhance searchability.
- Periodically review and update tags for accuracy.

### 4. Collaboration & Review

- All new or substantially updated articles require peer review before publishing.
- Use "draft" status until articles are reviewed and approved.
- Resolve comments and suggestions before finalization.

### 5. Documentation Standards

- Maintain consistent formatting using styles and templates.
- Include step-by-step instructions, visual aids (images/screenshots), and examples where applicable.
- Ensure compliance with accessibility standards (e.g., alt-text for images).

### 6. Addressing Feedback & Errors

- Monitor user feedback channels for article improvement suggestions and error reports.
- Respond to and resolve feedback within 5 business days.
- Track revisions and resolutions for accountability.

## Quality Assurance Checklist

Criteria	Met (Yes/No)	Reviewer Comments
Clear and descriptive title		
Current and accurate information		
Consistent formatting and language		
Proper categorization and tagging		
Steps and visuals included as needed		
Accessibility standards met		

## References

- Organizational Knowledge Management Policy
- Document Style Guide
- Knowledge Base Platform User Manual

## Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial draft	Knowledge Management Team