

# Standard Operating Procedure (SOP)

## Knowledge Base and Documentation Management

This SOP defines the processes for **knowledge base and documentation management**, including the creation, organization, maintenance, and updating of information resources. It ensures accurate, accessible, and up-to-date documentation to support efficient knowledge sharing, employee training, decision-making, and continuous improvement across the organization.

### 1. Purpose

To establish a standardized approach for managing organizational knowledge and documentation for consistency, accuracy, efficiency, and accessibility.

### 2. Scope

This SOP applies to all employees involved in creating, maintaining, and utilizing knowledge base articles, process documents, manuals, guides, FAQs, templates, and related resources.

### 3. Responsibilities

- **Document Owners:** Create, review, and update documentation as needed.
- **Knowledge Manager:** Oversee knowledge base structure, audit documentation, train staff, and ensure compliance with this SOP.
- **All Employees:** Access and apply knowledge resources appropriately, and provide feedback for improvements.

### 4. Procedure

1. **Document Creation**
  - Identify knowledge gaps and needs.
  - Use standard templates and formatting for consistency.
  - Ensure information is accurate, clear, and concise.
2. **Organization & Classification**
  - Assign categories, tags, and hierarchy within the knowledge base.
  - Set appropriate access permissions.
3. **Review & Approval**
  - All new/updated documents must be reviewed by an appointed subject matter expert.
  - Approval is required before publication.
4. **Publishing**
  - Publish the approved documents to the knowledge base platform.
  - Announce new or significant updates to relevant stakeholders.
5. **Maintenance & Updates**
  - Conduct periodic reviews (at least annually) to ensure information remains relevant.
  - Archive, update, or remove obsolete documentation.
6. **Feedback & Continuous Improvement**
  - Provide channels for user feedback (e.g., comments, ratings, suggestion forms).
  - Incorporate improvements based on feedback and evolving business needs.

### 5. Documentation Standards

- Use standardized naming conventions.
- Keep language clear, concise, and jargon-free.
- Include version control and update history in documents.
- Include relevant metadata (author, date created, last updated, status).

### 6. Access and Security

- Set permissions based on role and information sensitivity.
- Ensure compliance with data privacy and security policies.
- Regularly audit access logs and permissions.

## 7. Review and Audit

- Knowledge base and documentation will be audited at least annually by the Knowledge Manager or an appointed team.
- Issues, inconsistencies, or outdated information will be flagged for correction.

## 8. References

- Knowledge Base Platform User Guide
- Document Management Policy
- Data Privacy and Security SOP

## 9. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial SOP release.	Knowledge Manager