SOP Template: Handling Special Requests and Modifications

This SOP details the **handling special requests and modifications steps**, including receiving and documenting the request, assessing feasibility and impact, consulting with relevant stakeholders, obtaining necessary approvals, implementing the modifications according to standards, communicating changes to affected parties, and reviewing the outcome to ensure quality and satisfaction. The procedure aims to streamline customization processes while maintaining efficiency and compliance.

Procedure Steps

1. **Receiving & Documenting the Request**
   - Accept the request via the designated channel (email, form, ticket, etc.).
   - Record all relevant details (requestor, date, description, urgency, etc.).
2. **Assessing Feasibility & Impact**
   - Evaluate the technical, operational, and resource requirements.
   - Analyze potential impacts on existing processes, systems, or stakeholders.
3. **Consulting with Stakeholders**
   - Identify affected internal and external stakeholders.
   - Gather input, concerns, or additional requirements from relevant parties.
4. **Obtaining Approvals**
   - Present the request and impact assessment to required approvers (management, compliance, etc.).
   - Secure documented approval before proceeding.
5. **Implementing the Modification**
   - Develop, test, and implement changes in accordance with standards and documented procedures.
   - Monitor progress and resolve issues as they arise.
6. **Communicating Changes**
   - Inform all affected parties about the modification, timeline, and any required actions.
   - Provide clear instructions and support as needed.
7. **Reviewing the Outcome**
   - Evaluate the effectiveness and quality of the modification after implementation.
   - Gather feedback to ensure satisfaction and identify any further improvements needed.

Note: All steps should be performed in compliance with organizational policies and regulatory requirements. Proper documentation should be maintained throughout the process for transparency and accountability.