

# SOP: Service Completion Documentation and Sign-off

This SOP details the process for **service completion documentation and sign-off**, covering the accurate recording of service activities, verification of task completion, obtaining necessary approvals and signatures, communication with stakeholders, and proper filing of completion records. The goal is to ensure accountability, traceability, and confirmation that all service requirements have been met to customer satisfaction before closing the service order.

## 1. Scope

This procedure applies to all service activities delivered by [Department/Team Name] and is mandatory for all personnel involved in service completion, documentation, and closure processes.

## 2. Responsibilities

Role	Responsibility
Service Technician	Completes the service, documents activities, and prepares completion records.
Supervisor/Manager	Verifies completion, reviews documentation, and approves closure.
Customer/Client	Reviews and confirms satisfaction; provides final sign-off.
Administrative Staff	Files and archives completion records; communicates with stakeholders as required.

## 3. Procedure

- Record Service Activities**
  - Document all activities performed using the *Service Completion Report (SCR)* or digital form.
  - Include details such as time, materials used, parts replaced, tests conducted, and any abnormalities noted.
- Verify Task Completion**
  - Check each service item against the service order or checklist to ensure all tasks are complete.
  - Note any outstanding issues or follow-up requirements.
- Obtain Approvals and Signatures**
  - Present completed documentation to the supervisor/manager for review and approval.
  - Obtain customer/client signature to confirm satisfactory completion.
- Communicate with Stakeholders**
  - Notify relevant stakeholders of service completion and provide copies of documentation as needed.
- File Completion Records**
  - Submit signed documents or digital records to the designated filing system or database.
  - Ensure records are backed up and accessible for audits or future reference.
- Close Service Order**
  - Update the work order system/status to reflect the closed/completed state.

## 4. Documentation

- Service Completion Report (SCR) or equivalent form
- Work Order or Service Order documentation
- Customer sign-off sheets or digital acknowledgements
- Internal approval records (signatures, electronic approvals)
- Communication logs/emails with stakeholders

## 5. Related Policies and References

- Document Control Policy
- Customer Complaint and Follow-up Procedure
- Service Quality Standards

## 6. Revision History

Version	Date	Description of Change	Author
1.0	[YYYY-MM-DD]	Initial issue	[Name]