

SOP Template: Documentation and Communication of Posted Schedules

This SOP details the **documentation and communication of posted schedules**, ensuring accurate recording, timely updates, and clear dissemination of work schedules to all relevant personnel. It covers procedures for creating, reviewing, and distributing schedules, maintaining accessible records, and establishing communication protocols to prevent misunderstandings and enhance operational efficiency.

1. Purpose

To establish standard procedures for documenting and communicating posted work schedules, ensuring that all stakeholders are informed promptly and accurately.

2. Scope

This SOP applies to all staff members involved in scheduling, as well as all employees whose shifts, assignments, or tasks are determined by posted schedules.

3. Responsibilities

- **Scheduling Administrator:** Prepares and updates schedule documents; ensures records are accurate and timely.
- **Supervisors/Managers:** Review schedules prior to posting, approve final versions, and address schedule-related questions.
- **All Employees:** Review posted schedules and report discrepancies or conflicts promptly.

4. Procedure

1. **Schedule Creation**
 - Use standardized templates or scheduling software to draft work schedules.
 - Input all required details (employee names, dates, times, locations, and roles).
 - Double-check for conflicts, compliance with labor laws, and necessary coverage.
2. **Schedule Review and Approval**
 - Send draft schedules to Supervisors/Managers for review at least *five (5) business days* prior to posting.
 - Address feedback, make necessary adjustments, and obtain final approval.
3. **Schedule Posting and Communication**
 - Post the approved schedule at designated physical locations (e.g., bulletin boards) and/or upload to the agreed digital platform (e.g., email, HR portal, scheduling app).
 - Notify all affected employees when the new schedule is posted via agreed communication channels (e.g., email, SMS, app notification).
4. **Document Control and Accessibility**
 - Store all versions of posted schedules in a secure, accessible location (physical binder and/or digital archive).
 - Maintain records for a minimum of one year, or as required by policy.
5. **Updates and Amendments**
 - Communicate any changes or corrections to schedules immediately to all affected staff using established channels.
 - Document the date, time, and reason for each update, along with approval.
6. **Issue Resolution**
 - Encourage employees to report any discrepancies or conflicts as soon as possible.
 - Investigate and resolve reported issues promptly and document the resolution.

5. Communication Protocol

- Primary schedule distribution via: **email and staff portal**.
- Notices for urgent updates via: **SMS and supervisor phone calls, as necessary**.
- Confirmation of receipt required for major schedule changes.

6. Record Keeping

Document	Format	Retention Period	Location
Final Posted Schedules	Digital/Paper	1 year	Company HR system / Scheduling Binder
Change Logs	Digital	1 year	Central Schedule Archive
Receipts of Acknowledgment	Digital/Paper	6 months	HR Files

7. Review & Revision

- This SOP will be reviewed annually, or sooner if there are changes to scheduling policy, technology, or regulatory requirements.
- Revisions will be documented and communicated to all personnel.

8. References

- Company Employee Handbook
- Applicable Labor Laws and Regulations
- Scheduling Software Manuals

9. Appendices

- Appendix A: Sample Schedule Template
- Appendix B: Communication Notification Template