

SOP: Guidelines for Document Printing, Copying, and Scanning

This SOP provides comprehensive **guidelines for document printing, copying, and scanning** to ensure efficient and secure management of office documents. It covers the proper use of printing and copying equipment, maintenance of print quality, secure handling of sensitive information, adherence to organizational policies for document duplication, and steps for troubleshooting common issues. The aim is to maintain operational efficiency while safeguarding confidential data and minimizing waste.

1. Scope

This SOP applies to all employees and staff involved in handling, printing, copying, or scanning any office documents using organizational equipment.

2. Responsibilities

- **Employees:** Follow these guidelines and report equipment issues promptly.
- **IT/Facilities Staff:** Ensure maintenance and servicing of devices.
- **Supervisors:** Monitor compliance and oversee secure document handling.

3. Procedure

3.1 Document Printing

1. Verify the document content, format, and confidentiality level before printing.
2. Use the designated printer for your department.
3. Select only necessary pages or copies to minimize paper waste.
4. Retrieve printed documents promptly to prevent unauthorized access.
5. Report print quality issues or malfunctions to IT support.

3.2 Document Copying

1. Assess if duplicating the document is necessary and compliant with data policies.
2. Use secure copying settings for sensitive documents (e.g. secured tray release).
3. Ensure the copier glass and trays are clean and free of debris.
4. Verify quality and legibility of the copies before distributing.
5. Dispose of any misprints following the organization's confidential waste process.

3.3 Document Scanning

1. Check document for staples, folds, or defects before scanning.
2. Set appropriate scan resolution and format (PDF recommended; use password protection for sensitive files).
3. Select the correct recipient or file destination.
4. Verify quality and completeness of the scanned file.
5. Safeguard digital files according to IT security policies.

4. Maintenance of Print Quality

- Report low ink/toner or paper jams immediately to technical staff.
- Perform basic cleaning of printer/copier glass and outer surfaces weekly.
- Do not attempt advanced repairs; escalate to IT/facilities team as needed.

5. Secure Handling of Sensitive Information

- Never leave confidential documents unattended on or near equipment.
- Use secured printing or copying features for sensitive materials.
- Ensure documents marked confidential are disposed of through secure shredding or confidential waste bins.
- Follow all relevant data protection and privacy policies.

6. Troubleshooting Common Issues

- Check paper and ink/toner levels if print output is poor.
- Clear simple paper jams as per on-device instructions.
- Restart equipment if unresponsive.
- Escalate persistent issues to IT/facilities.

7. Compliance and Review

- All users must adhere to this SOP.
- Annual reviews will ensure procedures remain current and effective.
- Non-compliance may result in disciplinary action and/or restriction of equipment access.

8. Document Control

- **SOP Owner:** [Responsible Department/Person]
- **Last Review Date:** [Insert Date]
- **Next Review Date:** [Insert Date]
- **Version:** [Insert Version]