Standard Operating Procedure (SOP): Request Initiation and Approval Process

This SOP defines the **request initiation and approval process**, detailing the steps for submitting, reviewing, and approving requests within the organization. It covers request identification, documentation requirements, submission protocols, approval hierarchies, timelines, and communication procedures to ensure efficient and transparent handling of all requests. This process aims to streamline decision-making, maintain accountability, and facilitate timely resource allocation or action fulfillment.

1. Purpose

To outline a standard approach for initiating, submitting, reviewing, approving, and communicating requests to ensure efficiency, transparency, and accountability within the organization.

2. Scope

This SOP applies to all staff, managers, and departments involved in initiating and processing requests, including (but not limited to): resource allocation, expenditure approvals, project proposals, and operational changes.

3. Definitions

Term	Definition
Request	A formal solicitation submitted for review and approval.
Requester	Individual or department initiating the request.
Approver	Person(s) with authority to approve or reject requests.
Approval Hierarchy	The sequence of authorities required for request endorsement.

4. Roles and Responsibilities

- **Requester:** Initiate and document the request; ensure accuracy and completeness.
- **Reviewer:** Evaluate request for compliance, completeness, and clarity.
- **Approver:** Review and provide final decision; document reasons for rejection if applicable.
- **Administrator:** Maintain records and track request status.

5. Procedure

1. **Request Identification**
   - Identify the need or problem requiring a request.
   - Assess the type and urgency of the request.
2. **Documentation Requirements**
   - Complete the standardized request form (physical/digital).
   - Attach supporting documentation (budgets, justifications, impact analysis, etc.).
3. **Submission Protocols**
   - Submit the request through the official channel (e.g., workflow software, email, portal).
   - Ensure receipt confirmation by the reviewer/administrator.
4. **Review Process**
   - Reviewer checks for completeness, compliance, and clarity.
   - Request is returned to requester if additional information is needed.
5. **Approval Hierarchy**
   - Route the request through the required approval levels based on established authority matrix.
   - Document each approval or rejection step, including comments.
6. **Timelines**
   - Requests must be reviewed and approved/rejected within defined timelines (e.g., 5 business days per level).
   - Escalate overdue requests to higher management as per escalation matrix.
7. **Communication**
   - Communicate status updates to the requester at each stage.
   - Provide the final decision and rationale to all relevant parties.

8. **Documentation and Archival**
    - Maintain records of all requests, approvals, and related correspondence.
    - Archive closed requests for audit and reporting purposes.

6. Associated Forms & Templates

- Request Submission Form
- Approval Matrix
- Escalation Matrix

7. Review & Revision History

Version	Date	Description	Author
1.0	2024-06-XX	Initial creation	[Your Name]