

# Standard Operating Procedure (SOP): Request Submission Procedures

This SOP details the **Request Submission Procedures**, encompassing the standardized process for submitting requests, required documentation and information, approval workflows, communication and tracking methods, timelines for review and response, and guidelines for follow-up or escalation. The goal is to ensure efficient, transparent, and consistent handling of all requests to facilitate timely decision-making and service delivery.

## 1. Purpose

To define the standardized procedure for submitting requests to ensure consistent, transparent, and timely processing and resolution.

## 2. Scope

This SOP applies to all employees, departments, and stakeholders involved in the submission and processing of formal requests.

## 3. Definitions

- **Request:** Any formal proposal, inquiry, or demand submitted for review or action.
- **Requestor:** The individual or department submitting the request.
- **Approver:** The person or authority responsible for approving or rejecting the request.

## 4. Procedures

- 1. Submission of Requests**
  - Requests must be submitted via the designated submission platform (e.g., email, portal, ticketing system).
  - Use the official Request Submission Form and complete all mandatory fields.
- 2. Required Documentation and Information**
  - All requests must include:
    - Detailed description of the request
    - Supporting documents (if applicable)
    - Relevant deadlines or timelines
    - Contact information of the requestor
- 3. Approval Workflow**
  - Upon submission, requests will be reviewed by assigned personnel.
  - The request will follow the predefined approval workflow (see Appendix A).
  - Notifications for review and approval/rejection will be automatically sent to the relevant stakeholders.
- 4. Communication and Tracking**
  - Each request will be assigned a unique tracking number.
  - Status updates will be communicated to the requestor via the chosen platform.
  - Requestors can check the status of their request at any time through the tracking system.
- 5. Timelines for Review and Response**
  - Initial acknowledgment of the request: within 1 business day.
  - Standard review and outcome notification: within 5 business days.
  - If an extension is required, the requestor will be notified with an updated timeline.
- 6. Follow-Up and Escalation**
  - If the request is not addressed within the communicated timeline, the requestor may escalate to the next level of management (see Escalation Matrix in Appendix B).
  - All escalations must include original request details and prior communications.

## 5. Roles & Responsibilities

Role	Responsibility
Requestor	Complete and submit requests with all required documentation.

Reviewer/Approver	Review, approve, or reject requests within defined timelines; communicate outcomes.
Administrator	Maintain and monitor the submission system; assist with technical issues.

## 6. References

- Request Submission Form (see company intranet or shared drive)
- Approval Workflow Chart (Appendix A)
- Escalation Matrix (Appendix B)

## 7. Revision History

Date	Version	Description	Author
2024-06-11	1.0	Initial SOP Creation	Admin