

SOP: Introduction to Organizational Structure and Key Personnel

1. Purpose

This SOP provides an **introduction to organizational structure and key personnel**, detailing the hierarchy, roles, and responsibilities within the organization. It aims to clarify reporting lines, ensure efficient communication, and identify key decision-makers to enhance overall operational effectiveness and coordination across departments.

2. Scope

This SOP applies to all departments and staff members within the organization. It is intended for new hires, department managers, supervisors, and any personnel who require a clear understanding of the organizational framework.

3. Organizational Structure

Organizational Chart

[Insert or attach latest organizational chart graphic]

- Describes the reporting relationships (who reports to whom)
- Highlights major departments/units
- Identifies leadership positions

4. Key Personnel & Their Responsibilities

Position/Title	Name	Role & Responsibilities	Reporting To
Chief Executive Officer (CEO)	[Name]	Overall organizational leadership, strategic vision, and high-level decision making.	-
Chief Operations Officer (COO)	[Name]	Leads day-to-day operations, implements business strategies, oversees departmental performance.	CEO
Department Manager	[Name]	Manages departmental goals, supervises staff, coordinates cross-functional tasks.	COO
Team Supervisor	[Name]	Oversees team activities, assigns tasks, ensures targets and deadlines are met.	Department Manager
Staff	[Name]	Executes assigned duties, collaborates within team, reports issues or progress as required.	Team Supervisor

5. Communication and Reporting Lines

- All staff must follow the established reporting lines as outlined above.
- For escalated issues or decisions beyond the scope of a role, follow the chain of command.
- Effective inter-departmental communication should be encouraged for smoother operations.

6. Review and Update

The organizational structure and key personnel list will be reviewed at least annually or whenever significant changes occur. Updates will be communicated promptly to all staff.