

# SOP Template: Procedures for Filing, Retrieval, and Re-filing of Documents

This SOP details **procedures for filing, retrieval, and re-filing of documents**, ensuring systematic organization and easy access to records. It covers standardized methods for document classification, proper labeling, secure storage, efficient retrieval processes, and accurate re-filing techniques. The procedure aims to maintain document integrity, prevent loss, and support quick and reliable access for all users.

## 1. Purpose

To establish standardized procedures for filing, retrieving, and re-filing documents to ensure consistency, security, and efficiency in records management.

## 2. Scope

This procedure applies to all staff involved in document handling, including physical and electronic records, within all departments.

## 3. Responsibilities

- **Records Officer:** Oversee the filing system, ensure compliance, and conduct periodic audits.
- **All Staff:** Adhere to the correct filing, retrieval, and re-filing procedures as outlined in this SOP.

## 4. Procedures

### 4.1. Document Classification

1. Identify the document type and its category (e.g., financial, HR, correspondence).
2. Assign a unique reference number or code as per the document classification index.
3. Record document details in the document register or electronic system.

### 4.2. Proper Labeling

1. Label each file/folder clearly with the document type, title, reference number, and date.
2. For electronic documents, ensure files are named consistently according to naming conventions.

### 4.3. Secure Storage

1. Store physical documents in designated cabinets or rooms with restricted access.
2. Ensure electronic documents are saved on secure, backed-up servers or approved document management systems.
3. Follow retention schedules and security protocols for sensitive information.

### 4.4. Document Retrieval

1. Request the required document by providing its reference number or title to the Records Officer.
2. The Records Officer locates the document using the register or electronic system.
3. Record the retrieval transaction in the tracking log, noting user details and date.

### 4.5. Document Re-filing

1. Check the document for completeness and correct sequence before re-filing.
2. Return the document to its original location according to the filing index.
3. Update the tracking log to reflect the re-filing date and user.

## 5. Standard Forms and Logs

Form/Log	Purpose
Document Register	Records all incoming/outgoing documents and their reference codes.
Retrieval Tracking Log	Tracks all documents withdrawn for use and their current holders.

Re-filing Log	Monitors the timely and correct re-filing of documents.
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6. Review & Audit

- Conduct periodic audits to ensure compliance with filing procedures.
- Update SOP and related forms as necessary to address process improvements or compliance requirements.

7. References

- Records Management Policy
- Document Retention Schedule
- Information Security Guidelines

8. Revision History

Date	Revision	Description	Approved by
2024-06-01	1.0	Initial version	[Name/Title]