**Procedures**

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**Layout of a procedure**

# purpose

A brief description of the purpose of the SOP, it should describe why the SOP is required (e.g. compliance with GCP and other internal procedures and guidelines).

Any regulations or procedures referred to in “Purpose” section should be identified. The source should be given in the reference section rather than direct quotes.

# Scope

A statement that outlines the areas and context covered by the SOP.

If there are any areas in which this SOP specifically does NOT apply, these should also be mentioned.

# Definitions

When appropriate, a list of definitions should be included for terms used in the SOP. Acronyms and abbreviations should be explained at the point of use within the SOP and not listed in this section.

# responsibilities

A summary of the roles listed in the procedure and the responsibilities of each role holder for the procedures detailed in the SOP.

The details of the responsibilities should be a brief list of the key tasks performed. This section should not be a complete summary of the SOP.

# SPECIFIC PROCEDURE

This section is the main text of the SOP. It details the procedure for the task to be performed.

There should be sufficient detail, clearly expressed, to enable a trained person to perform the procedure without supervision.

There should also be sufficient detail to enable a trained person to use the document to train others to perform the task.

The use of flow diagrams may be useful, especially in complex procedures.

# internal and external references

This section is used to list all controlled internal references (e.g. SOPs) and external references referred to within the text of the SOP only.

## Internal References

Insert relevant references as required, sufficient for the user to find the source document.

## External References

Insert relevant references as required, sufficient for the user to find the source document. Web references should be included were possible.

Writing in this doc:

Section Headings

In the top bar, select Heading 1 with the heading highlighted (eg “Adding to this doc” above)

Sub Headings-unlinked

This should be the go-to style for subheadings.

In the top bar, select Subtitle with the sub heading highlighted.  
This prevents them from showing up in the menu where you can select a heading for a link. Keeping this list concise.

Sub Headings-linked

If you need a sub heading to be hyper-linkable as an index item:

In the top bar, select Heading 2 with the sub heading highlighted.  
This will let the heading show up in the hyperlink>headings menu.

Please try to keep this to a minimum.

Body text

Font size: 12

Font : Arial

Markup: None

Page number

In the index, use the page number displayed next to the scroll bar.  
Create a link in the index to the section heading.   
If you’ve added the “heading 1” formatting you’ll see the heading as an option when creating the hyperlink.

Index

We don’t need page numbers.

Each entry in the index MUST be linked to a heading.  
Preferably this should only be section/topic headings.  
If you add an index entry to a subheading, please indent by 1 tab value. Section heading align to the left of the page.  
We add hyperlinks to the section heading that will stay relevant regardless if there is a page shift due to future edits and inserts.

Creating links

Select the whole line/ heading name and create a link to the relevant heading within the doc.

Adding a procedure:

Add a heading that describes the procedure.

If this procedure is related to other procedures (eg upgrading resources & downgrading resources) Add the new one directly after the one that already exists in the index.

Add an index entry for the procedure and link it to the Heading you created.

Add the following subtitles

1. Cautions
2. Overview
3. Needed tools
4. Procedure

Add a comprehensive write up of any dangers involved in this process under Cautions.

Describe the reason for this procedure.

Eg. upgrading resources procedure: we follow this procedure to minimise the risk of customers experiencing issues with their machines after we make changes. Following these steps will also ensure that we are billing the correct amount for machines.

List any software or hardware required to complete this procedure.   
Eg. having git installed.

Extensively describe the procedure we need to follow to complete a task.

Provide links to any documents where decisions were made about our operational procedures, any ADRs touching on the topic.

Lastly open a PR on github and send it to the entire team for review.

There must be a 100% approval rate and all comments addressed before we merge the new version of this manual into our repository