END – TO – PROCESS SOLUTION
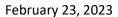
FEB 23rd 2023

PREPARED BY

HEMAS ENTERPRISES PVT LTD

PROJECT OBJECTIVE:

To Create, Change and maintain a proper SOP (Standard operating procedure) for all the departments in the Organization within the portal.

PROJECT DESCRIPTION:

The repository has to be maintained by holding all the departments SOP's in the organization. The SPOC person from each department has the authority to proceed the sample process and should raise queries in order to make changes on the SOP. These Queries will be forwarded to the respective Process Owner of the department to get approval. If the process owner approves the change request or queries then it will go to the department head for the confirmation of the ticket for final validation and version update to the process owner for final closure.

PROJECT SCOPE:

S.NO	MENU	PROJECT DESCRIPTION
1	**Login**	• The User login id is based on Hierarchy level through Email id and password. • If the user forgets the password they can reset the password by using forget password option.
2.	**SOP Creation**	• Each and every department in the organization should maintain the separate process of the work flow and all the parameters should be predefined. • Every department **SPOC** only has the authority to maintain the SOP for their respective department. • **SOP Creation** for any department has to be created with headers of Name of process, process Owner, Created by, Last updated by, Created date, Last Revision date, Description, Stakeholders, Process purpose, Purpose Boundaries, Process Output, Exceptions to normal process flow, Potential failure if any, MIS generated (with Yes, No radio option) if yes mention customer name, Control points and measurements. This must have respective SPOC (Created by) details as Name, Department and Date and Audited and Accepted By (Process owner) details as Name, Department and date.
3.	**Change request.**	• Change request are made only when any changes are needed to modify in the current process then it should happen. • Initiator of each department only has the authority to request changes in SOP for their respective departments .If any change has to be made it should to be forwarded to the Process owner for approval from the initiator. Then query has to be checked with SPOC for more information and sent for next approval if approved else it will be rejected directly. • This process will be repeated until final approval and changes made with SOP has to be sent to Product owner for final closure. • Each level of rejection has to be with Remarks and reason of rejection. • These queries have to be in ticket format for approval. • The Approval should be made in the Hierarchy as Process Initiator/Process Owner, Department head (Level 1 approval, L2 approval). • The hierarchy approval is based on the flow requirement it was differ from each departments and fro each process. • The Add request option should be there in the portal with the required details. • The **Change Request Form** must be with headers as Project name, date, Change Requestor, Change No, Change category as drop down (Process change, Configuration change and others), Change

4	Internal Audit	effect as drop down (Corrective, Preventive, Update and Others), Name of software (if change in configuration), Reason for change, Risks to be consider for change, Disposition as drop down (Approve, Reject and Suspend), Justification (for Approval, Rejection and Suspension). This must be with Approver Name, Signature and Date.
		• The change request or queries request ticket should show based on the received time and date.
		• The History of the changes initiated and edits should be maintained as a record with version updates.
4	Internal Audit	• Each process should cross over the audit. Every process has to be audited based on samples with checklist based on Business function, Sub function and Individual should be enabled.
		• Checklist should be made available as a separate file for all the processes and the checklist scores should also maintained.
		• The frequency of the audit if any (e.g.: monthly once or quarterly or annually) and all the parameters which includes in auditing are also predefined and even findings of the audit for the checklist should be in drop down.
		• If the internal audit team find any changes need to modify process on particular department then it will be informed to the department on a portal in ticket format.
		• Approve and reject option should be there for process owner. If it's getting approved then it should be forwarded for department head for confirmation.
		• Each department audit report should be maintained and should show in dashboard on portal.
		• Data sample and frequency of audit should be predefined.
		• Outcome of audit (Audit score) and control measures – The process should move to the next level for the process owner's concurrence or approval, if an inclusion or exclusion is identified based on the audit.
		• If both the ends were accept the changes needed to be done then the version should be automatically updated.
		• If the Audit team find any of the flaws on the process they audit the audit team indicate to the initiator through portal and also through mail notification.
		• Then initiator rectifies the mentioned changes then it will be resend to process owner for approval. Then the same process should be continued.