**SOP: Standard Operating Procedure**

**Process name:**

**Cluster name:**

**Version:**

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Document Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| Date Issued | Version | Description | Author |
|  |  |  |  |

Contributors

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| Name | Organization | Role | Email ID |
|  |  |  |  |

Document Classification

|  |  |
| --- | --- |
| Classification | Company Confidential |
| Definition | Information is Group confidential and needs to be protected |
| Context | Where loss of information confidentiality would result in significant harm to the interests of the organisation, financial loss, embarrassment or loss of information |

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# Introduction

The Standard Operating Procedure (SOP) captures the details of a business process (to Level 4). It provides details of the specific actions that are required to complete a business process. It gives details of the systems and applications used and documents all possible scenarios that are likely to occur to in a process.

# Overview

## Process Overview

*<List down key activities and scope of the AS-IS process>*

## Team composition

Specify the team details involved in the process.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Name** | **Role** | **Responsibility** | **Email ID** |
|  |  |  |  |  |

## SLA/ KPI

*<Provide list of applicable Service Level Agreement or Key Performance Indicator>*

## Systems and Applications

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Application Name** | **Description** | **URL/ Application Path** |
|  |  |  |  |

## Abbreviations

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Abbreviations** | **Description** |
|  |  |  |

## Process Metrics

For the important steps involved in the process please mention metrics data to access any performance impact

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Volume** | **Frequency** | **Trigger for the process to start** | **Average Handling Time** | **Comments** |
| **Step 1** |  |  |  |  |  |
| **Step 2** |  |  |  |  |  |
| **Step 3** |  |  |  |  |  |

## Operational Constraints

*<List down operational constraints of the process such as system maintenance time, working hours, upstream or downstream dependency, etc.>*

## Related Policies and processes

|  |  |  |
| --- | --- | --- |
| **Sr. No.** | **Document Title** | **Description/ Link** |
|  |  |  |

## As-Is Process Description

*<Insert text>*

# 2.10 Information required for GPM and GFCF Approvals

**If process is related to following platforms, please provide information below:**

1. **Answers to below questions might be helpful for Financial controls review:**

(Kindly review the BOT with your respective finance controllers/department finance controller to get answers to below questions)

|  |
| --- |
| * Does the bot impact financials? |
| * Does the automation operate for a material entity/ KPMG stat audit? |
| * Does the bot have an automated key control impact? |
| * Does the bot do an activity which feeds into a key manual control? |
| * Does the bot have an IUC/ IPE/ EUC key control impact? |
| * Does the bot move/ change/ impact financial data? Or data used in a control? |
| * Does the bot perform an activity which undermines SoDor has sensitive business or IT access? |
| * Does it impact an area of interest for fraud? |
| * Does the bot support GITCs? |

1. **Supply Chain O2C**

* What is the current process and who is doing this? User name, role, function, UL or 3PL.
* Which part of the current process is getting automated?
* Purpose for automating the process.
* Please specify your Business case (Qualitative and Quantitative Benefit)
* Post automation, which user, rule, function will be responsible to validate the Bot results.
* Is the output from BOT directly used to make a transaction in system or is there a manual validation before performing system entries?  If there is a manual validation, please specify which user name, role, function is performing this check.
* If the processes is sending out information? Or storing the information somewhere? If yes, who has access to the stored information? How is this access controlled?
* If your process involves any Key Financial Applications like SAP, Workday, Coupa, etc (KFAs), please get it reviewed with your country finance controller to assess impact on any financial controls.

1. **Supply Chain Deliver/Logistics**

* If the BOT is transactional, is there a manual user validating the output before it impacts operations – execution or SAP financials etc?
* Will BOT make any transactions in SAP or just generate an excel file and send it to users?
* Who will be the recipient of this report and who is the operational user responsible for validating the results given by the BOT?
* Is the to-be process validated and signed off by Logistics finance BP?
* Who is providing inputs for the BOT? Is it UL or 3PSP?
* Who is responsible for review of output? Validation and confirming the BOT is running properly? UL or 3PSP?
* If your process involves any Key Financial Applications like SAP, Workday, Coupa, etc (KFAs), please get it reviewed with your country finance controller to assess impact on any financial controls.

# As-Is Process Map

*<Provide a process map of the As-Is process>*

# As-Is Process Steps

*<Provide details of the As-Is process along with screen shots> OR <Use the SOP Recorder to generate a standard output and paste it here: Guidelines below>*



# Exceptions

*<Provide list of reasons due to which the process might fail due to business related exceptions. i.e. all the possible scenarios not covered in the ideal or happy flow of the process>*

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Exception Details** | **Probability of Occurrence**  **(Low/ Medium/ High)** | **Exception Handling Steps** |
|  |  |  |  |

# Sign-Offs

*<Provide details of the sign-offs provided to the SOP>*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Email ID** | **Role** | **SOP Version** | **Sign-Off Date** |
|  |  |  |  |  |
|  |  |  |  |  |

# Appendices