

SOP Template			
Company Name	Process Name	Date Created	Revision Number
Jason's Audio Video	Client Check-in	2/2/23	1
Process Frequency (Daily/Weekly/Monthly/Project Based)			
Phase Based			
Process Description			
Using indicators and information from a Project, Project manager, Field tech or labor phase to give updates to the client about our jobsite schedule.			
Who's Involved		What are the inputs?	
Name	Department or Function	Documents, SOW, Approval, Labor, Etc.	
Chris	Ops	Labor Phase complete	
Roy	PM		
What are the sequential steps?			
Step Description			Who is Responsible?
A site walk is executed by the PM or Lead Tech			PM
Site notes will be updated by the end of the walk or day and turned in on work orders or teams.			PM
Notes will then be translated into a time line or future scheduling			Ops
We can then reach out to let the client and let them know we will be entering a new labor phase or update them on when we will be scheduled back out and what we will then be accomplishing			Ops
Change order discussion if required			PM
What are the outputs [Defined Standards of Completion or Deliverables]			
Phase complete			
Who does the process transfer to next?			
Name	Department or Function	Milestone	
Roy	PM	Applicable Labor Phase	
Chris	Ops		