
template_id: oversight_sop_v1 iso_clauses: ["B.9.3"] ai_act: ["Annex IV §2.3"]
version: "1.0.0" language: "en" generated_at: "2025-10-17T08:42:56Z"

Human Oversight — Standard Operating Procedure

Triggers

- Borderline scores (0.45–0.55)
- Low-confidence explanations
- Customer appeals

Process

Two-person review → decision documented → audit log updated.

KPIs: override ratio, appeal turnaround time.

Tools

Explanation viewer; appeals portal; audit log.