



Standard Operating Process Narrative Template

System Access Needed:

List the systems you will need to have access to in order to complete this process (e.g. QuickBooks, Scale House Software, etc). What access is needed (e.g. accounts, depts, roles, etc.)?

Also identify who else has this access and can perform this procedure in your absence. If known, identify a primary back-up for this process.

Identify any production jobs associated with this process.

Identify any system integrations needed with this process.

Common Problems or Issues Encountered:

List any problems someone is likely to encounter while doing this procedure (delays in getting required information, inaccurate information, need to follow-up with purchasing, etc.). Also include information on how to resolve the problem. Are there any bottlenecks in the process?

Key Risks

List the key things that can go wrong when executing this process?

Key Controls

List the controls that are part of the process that reduce the likelihood of the Risk (i.e. dollar threshold, data error, high volume, confidentiality, compliance) from occurring. Please include any system controls, process controls and user controls.

Process Inefficiencies To Be Addressed:

Document any process inefficiencies you noted that need to be addressed that cannot be immediately changed for some reason (e.g. requires customer to change their process, requires a system change, etc.).



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Process:

Document any process, inflows, outflows or exceptions, if applicable.

Metrics:

Document any procedural measures or metrics, if applicable.

Glossary of key terms/acronyms:

Document any key terms or identify the meaning of any acronym used in this document.