SERVICE OKLAHOMA

SOP Development, Revisions & Cancellations

Governance & Regulatory

3-26-2025

Contents

Revision History

Effective Date of SOP: 3/26/2025	**SOP Number:** L.02
Functional Area Name: Governance and Regulatory	**Division Name:** SOP Maintenance
Last Review Date: 3/26/2025	**Last Reviewer:** Emily Hill, Senior Director of Communications
Next Review Date: 3/26/2026	**Next Reviewer:** Senior Director of Communications
Executive Approval Date: 3/26/2025	**Approved By:** Emily Hill, Senior Director of Communications

Overview

This document provides the Standard Operating Procedures (SOPs) for developing new SOPs, revising existing SOPs, and cancelling obsolete SOPs.

Purpose

These SOPs provide guidance to SOK employees on the process that should be followed to maintain governance in the developing, revising, and/or cancelling SOK SOPs.

Policy Statement

These SOPs apply to all SOK employees who are involved in the development, revision, and/or cancellation of SOPs

Compliance

NONE

Systems

SOK Intranet – Central SOP Repository

Roles

List the roles and functions of anyone involved in the operations described within this document.

Role	Responsibilities
Employee	Supports identification of need for new SOPs, revising existing SOPs, and/or cancelling obsolete SOPs
Business Process Owner	Drafts SOP content
Supervisor	Reviews SOP content
Functional Area Lead	Reviews and approves SOP content
Regulatory Team	Ensures SOPs comply with statutory and regulatory requirements
Internal Communications Manager	Maintains Central SOP Repository
Chief Strategy & Operating Officer (CSOO)	Approves SOP cancellations; should also be consulted on any complex and/or controversial SOPs

Procedures

Process #1: Standard Operating Procedure Development

1. When an SOK employee believes they have identified a need for a new SOP, the employee should confirm the need with their immediate Supervisor.
2. If the Supervisor agrees that the new SOP is required, they should confirm the need with the Functional Area Lead for the potential SOP.
3. If the Functional Area Lead agrees with the need, they should direct the appropriate Supervisor to coordinate with the Business Process Owners to draft the new SOP.
4. Once the new SOP is drafted and reviewed by the Supervisor for the process, the Functional Area Lead reviews the draft SOP.
   a. If the draft SOP is missing compliance, statutory, and/or regulatory information OR if the draft SOP does not comply with statutes and regulations:
      i. The Functional Lead should send the draft SOP back to the Supervisor for a compliance review
      ii. The Supervisor should coordinate with the Regulatory team to update the SOP for any required compliance, statutory, and/or regulatory information and include supporting references, as necessary.
   b. If the SOP is missing content from the business process, the Functional Area Lead should send the document back to the Supervisors with feedback/revisions. _NOTE: it may be helpful to provide direction to the to Supervisor on coordination with other teams and/or Functional Areas to refine the SOP._
5. Once the Functional Lead approves the SOP, it should be submitted to the Internal Communications Manager for inclusion in the Central SOP Repository (SOK Intranet). _NOTE: Complex and/or controversial SOPs should be submitted to the Chief Strategy & Operating Officer (CSOO) for review and final approval._
6. The Internal Communications Manager should ensure the SOP is appropriately numbered based on the existing SOP taxonomy and that the titles of the employees who reviewed and approved the SOP, as well as the dates the SOP was reviewed and approved are included on the document. The SOP document should be saved as a PDF and added to the appropriate SOK Intranet folder.

Process #2: Revising an Existing Standard Operating Procedure

1. When an SOK employee believes they have identified a need to revise an existing SOP, the employee should confirm the need with their immediate Supervisor.
2. If the Supervisor agrees that the SOP revision is required, they should confirm the need with the Functional Area Lead for revising the existing SOP.
3. If the Functional Area Lead agrees with the need for revision, they should direct the appropriate Supervisor to coordinate with the Business Process Owners to draft the revised SOP.
4. Once the revised SOP is drafted and reviewed by the Supervisor for the process, the Functional Area Lead reviews the draft revised SOP.
   a. If the draft revised SOP is missing compliance, statutory, and/or regulatory information OR if the draft revised SOP does not comply with statutes and regulations:

        i. The Functional Lead should send the draft revised SOP back to the Supervisor for a compliance review

       ii. The Supervisor should coordinate with the Regulatory team to update the draft revised SOP for any required compliance, statutory, and/or regulatory information and include supporting references, as necessary.

   b. If the draft revised SOP is missing content from the business process, the Functional Area Lead should send the document back to the Supervisors with feedback/revisions. *NOTE: it may be helpful to provide direction to the Supervisor on coordination with other teams and/or Functional Areas to refine the SOP.*

5. Once the Functional Lead approves the revised SOP, it should be submitted to the Internal Communications Manager for inclusion in the Central SOP Repository (SOK Intranet).

6. The Internal Communications Manager should ensure the revision is documented and the revised SOP is appropriately numbered based on the existing SOP taxonomy and that the titles of the employees who reviewed and approved the revised SOP, as well as the dates the revised SOP was reviewed and approved are included on the document. The revised SOP document should be saved as a PDF and added to the appropriate SOK Intranet folder.

Process #3: Standard Operating Procedure Cancellation

1. When an SOK employee believes than an SOP is obsolete, the employee should discuss the opportunity to cancel an SOP with their immediate Supervisor.

2. If the Supervisor agrees that the SOP is obsolete, the Supervisor should then confirm this with the Functional Area Lead.

3. If the Functional Area Lead agrees that the SOP is obsolete, they should draft a memo to the Chief Strategy & Operating Officer (CSOO) detailing the rationale for cancelling the SOP.

4. If the CSOO agrees that the SOP is obsolete, they should confirm approval of the SOP cancellation with the Functional Area Lead and send the memo to all employees impacted by the SOP cancellation.

5. The Functional Lead should send the approved cancellation memo to the Internal Communications Manager for inclusion in the Central SOP Repository (SOK Intranet).

6. Cancelled SOPs should be maintained in a separate folder in the Central SOP Repository (SOK Intranet). The Internal Communications Manager should move the cancelled SOP to the SOK Intranet folder for Cancelled SOPs and ensure the cancellation is documented based on the existing SOP taxonomy and that the titles of the employees who reviewed and approved the cancellation of the SOP, as well as the dates the cancellation was reviewed and approved are included on the document.

References

Summary of Links

1. Central SOP Repository