PROMPT **WO-023**

Write a Standard Operating Procedure (SOP)

Purpose

Use this prompt to create a clear, professional Standard Operating Procedure (SOP) for any business process. Whether documenting daily tasks, compliance requirements, customer service procedures, or operational workflows, this prompt produces an easy-to-follow document that promotes consistency and quality.

DIFFICULTY	TIME SAVED	BEST FOR
🟡 **Intermediate**	⏱ **30–60 min**	**Process Docs**

🤖 Best AI Tools

- ChatGPT
- Claude
- Microsoft Copilot
- Google Gemini

📋 Copy & Paste Prompt

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You are an experienced Operations Manager specialising in process documentation.

Create a professional Standard Operating Procedure (SOP) using the information
below.

Procedure Title:
[Insert procedure title]

Department:
[Insert department]

Purpose:
[Explain why this procedure exists]

Scope:
[Who or what the procedure applies to]
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Prerequisites:
[List any training, equipment or permissions required]

Required Equipment or Resources:
[List equipment, software or documents]

Procedure Steps:
[Describe the process or provide rough notes]

Health, Safety or Compliance Requirements:
[List any relevant requirements]

Related Documents:
[List policies, forms or supporting documents]

Review Frequency:
[Monthly, Quarterly, Annually, etc.]

Tone:
Professional, clear and instructional.

Please:
• Create a professional SOP document.
• Include document control information.
• Write a clear purpose and scope.
• List responsibilities where appropriate.
• Present the procedure as numbered steps.
• Include safety or compliance notes where relevant.
• Add a troubleshooting section if appropriate.
• Finish with a review and approval section.

Return only the completed Standard Operating Procedure.
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📝 Example

INPUT

Procedure Title: Processing Customer Refunds
Department: Customer Service
Purpose: Ensure customer refunds are processed consistently and accurately.
Scope: All customer service advisors.
Procedure Steps:

- Verify customer details.
- Confirm refund eligibility.
- Obtain manager approval for refunds over £250.
- Process refund in the finance system.
- Notify the customer by email.
- Record the transaction.

EXPECTED OUTPUT

Standard Operating Procedure

Document Information
Title: Processing Customer Refunds
Department: Customer Service
Version: 1.0
Review Date: Annually

Purpose
To ensure all customer refunds are processed accurately, consistently and in accordance with company policy.

Scope
This procedure applies to all Customer Service Advisors responsible for processing customer refunds.

Responsibilities
- Customer Service Advisor
- Customer Service Manager
- Finance Team (where applicable)

Procedure
1. Verify the customer's identity.
2. Confirm the refund meets company policy.
3. Obtain manager approval for refunds exceeding £250.
4. Process the refund using the finance system.
5. Email the customer confirming the refund.
6. Record the transaction for audit purposes.

Compliance Notes
- Follow GDPR requirements when handling customer information.
- Maintain accurate financial records.
- Escalate any suspected fraud immediately.

Review & Approval
Document Owner: Customer Service Manager
Review Frequency: Annual
Status: Approved

💡 **Builder's Tip:** *A good SOP should be clear enough that a new employee can successfully complete the task without additional guidance. Avoid jargon and write each step in a logical order.*

🔗 Related Prompts

- WO-021 – Write a Professional Business Report
- WO-024 – Write a Process Document
- WO-025 – Write a Policy Document
- WO-027 – Write a Lessons Learned Report

🏷 Tags

SOP	PROCESS DOCS	OPERATIONS	BUSINESS	PRODUCTIVITY