

	STANDARD OPERATING PROCEDURE (SOP) DIGITAL PROJECT WORKFLOW & APPROVAL PROCESS			
	DOCUMENT NUMBER	REVISION NO.	DATE OF ISSUE	APPROVED
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I. PURPOSE

Establish a standardized digital workflow and approval process to improve operational efficiency, reduce approval delays, and increase visibility across departments.

II. SCOPE

Applies to Operations, Project Management, Engineering, Procurement, Finance, and System Administration teams involved in project request workflows.

III. BUSINESS OBJECTIVE

Improve organizational efficiency through centralized workflows, automated approvals, standardized intake processes, and improved stakeholder communication.

IV. ROLES & RESPONSIBILITIES

ROLE	RESPONSIBILITY
Requestor	Submit project requests and dsupporting docs
Department Manager	Review and approve department impact
Finance Team	Validate project budget and costs
Operations Team	Review operational feasibility
System Administrator	Maintain workflow platform configuration
Project Coordinator	Track workflow progress and updates

V. WORKFLOW PROCESS

Step 1 – Project Submission

Submit project request form with business justification and supporting documentation.

Step 2 – Department Review

Manager reviews project priority, resource impact, and operational needs.

Step 3 – Financial & Operational Approval

Finance and Operations teams review budget, risks, and implementation feasibility.

Step 4 – Workflow Approval

Approved requests move into implementation planning and stakeholder notification.

Step 5 – Monitoring & Reporting

Project coordinator tracks workflow progress, timelines, and completion status.

VI. PROCESS IMPROVEMENT OPPORTUNITIES

- Inconsistent approval routing
- Lack of centralized project visibility
- Delayed stakeholder communication
- Manual status tracking
- Duplicate documentation efforts

VII. FUTURE-STATE RECOMMENDATIONS

- Implement automated workflow routing
- Centralize project documentation
- Establish approval service level agreements (SLAs)
- Improve dashboard reporting visibility
- Standardize project intake procedures

VIII. KEY PERFORMANCE INDICATORS (KPIs)

KPI	Measurement Method	Target
Approval Turnaround Time	Average days from submission to approval	Reduce by 30%
Workflow Completion Rate	Completed workflows ÷ submitted workflows	95%
Stakeholder Response Time	Average stakeholder response duration	Reduce by 25%
Manual Process Exceptions	Number of manual workflow overrides	Reduce by 40%
Project Visibility Satisfaction	Stakeholder survey results	Improve by 20%

IX. EXPECTED BUSINESS IMPACT

Implementation of a standardized digital workflow process is expected to improve operational efficiency and reduce approval bottlenecks across departments. The improved workflow will increase project transparency, strengthen stakeholder communication, and reduce manual administrative effort. These process improvements will also support more scalable and efficient business operations.