

Signing Off on Work Process Strategies

(draft #2 4/7/2000)

SOP Document



SERTUS
CORPORATION

Signing Off on Work Process Strategies

I. Purpose

The purpose of this document is to clarify the procedure that Sertus Corporation personnel use to arrive at an agreement with the Chief Technical Officer (CTO) about the strategies and methods that determine their job descriptions and work tasks.

II. References

None

III. Scope

The topic of this standard operating procedure is limited to the explanation of step-by-step procedures that the CTO and personnel follow in order to arrive at a business agreement regarding the strategies, methods, tools, languages, and technologies that they will use to carry out their daily work tasks.

IV. Interacting Groups

This SOP applies to all personnel at Sertus Corporation.

V. Procedure

- 1** A document describing the work strategies and/or methods for a particular work process is distributed to each personnel member who is involved in the work process.
- 2** A meeting invitation is sent via e-mail to each personnel member involved in the related work process.

- 3** The personnel involved in the related work process meet at the time and place designated in the meeting invitation.

Note: Each personnel member brings his copy of the distributed document to the meeting. If feasible, each personnel member reads the document prior to attending the meeting.

- 4** During the meeting, the CTO explains the contents of the document to the personnel. The purpose of this meeting is to clarify the contents of the document, rather than to discuss the efficacy of the contents.
- 5** During the meeting, personnel members ask questions, which the CTO answers until everyone present understands the contents of the document.
- 6** The meeting adjourns. At this point, everyone who was invited to the meeting, whether present at the meeting or not, has 2 consecutive business days subsequent to the meeting to contact the CTO, meet with him on an individual basis, and voice concerns or propose alternate methods, strategies, languages, etc.
- 7** If any of the strategies or methods in the work process change during the individual meetings between the personnel and the CTO, the CTO contacts the author of the document and describes the changes that need to be made to the document, accordingly.
- 8** If the document needs to be revised, the author updates it, according to the CTO's instructions. When the revision is complete, the author notifies the CTO that it is ready for re-distribution.
- 9** If revisions to the document are made, the revised document is distributed to each personnel member who is involved in the work process.
- 10** A follow-up meeting invitation is sent via e-mail to each personnel member involved in the related work process.
- 11** The personnel involved in the related work process meet at the time and place designated in the follow-up meeting invitation.
- 12** During the meeting, the CTO does one of the following:
 - ◆ Notifies the personnel that no changes were made during the two-day consultation period.
 - ◆ Explains any new portions of the document to the personnel members.

- 13** During the follow-up meeting, personnel members ask questions, which the CTO answers until everyone present understands the contents of the document.
- 14** Prior to the close of the meeting, everyone present voices his agreement, verbally, regarding the strategies, methods, languages, tools, etc. described in the document.
- 15** If anyone present at the meeting cannot agree to adhere to the strategies and/or methods adopted by the group, that person must do the following:
 - a)** Schedule a meeting with the CTO *prior* to working on his portion of the work process. This meeting must take place within two consecutive working days subsequent to the sign-off (second) meeting.
 - b)** Discuss his concerns with the CTO until his issues are resolved.
- 16** If a personnel member encounters any obstacles while implementing the accepted strategies and/or methods that might cause a deviation from the original agreement, he must do the following:
 - a)** Schedule a meeting with the CTO within two consecutive working days of encountering the obstacle(s).
 - b)** Explain the obstacle(s) to the CTO and work out a revised work process strategy.

VI. Definitions

Chief Technical Officer

The owner of Sertus Corporation.

VII. Attachments

None.