Ashford Business Services Ltd

Standard Operating Procedure - **Procedure title in active voice as agreed at the meeting.**

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1. Purpose & objectives

Why this procedure exists: **State clearly why this procedure exists, what baseline quality standard it preserves, and the primary business problem it solves. Keep to 1–2 sentences.**

Example: To define the weekly process for reviewing billable hours, issuing client invoices, and reconciling bank payments by Friday afternoon, preventing delayed receivables.

2. Scope & initiation trigger

• Scope: **Operations**

• Trigger event: **What exact event triggers this routine? E.g. Weekly every Friday at 9:00 AM, or immediately upon signing a client contract.**

3. Roles & accountabilities

Procedure owner **Sarah Mitchell**: Primary executor. Completes steps on schedule and ensures quality checks are satisfied.

Approver / manager **Sarah Mitchell**: Validates completed work, reviews discrepancies exceeding thresholds, and authorises sign-off.

Covering backup **Sarah Mitchell**: Designated secondary colleague trained to execute this procedure when the primary owner is absent.

4. Step-by-step procedure

Step	Action (active verbs)	Expected result / verification check
Step 1	**Open accounting / task software and export weekly unbilled records.**	**10:30 am**
Step 2	**£45.00**	**£45.00**
Step 3	**Draft invoice records and attach approved expense receipts.**	**Draft batch set to ‘Pending Approval’ status.**
Step 4	**Submit invoice batch to Reviewer / Manager for written approval.**	**sarah.mitchell@ashford-business-services.co.uk**
Step 5	**9 November 2026**	**Invoices logged in 30-day tracking sheet.**

5. Exceptions & error recovery

• Missing information: If required data is unavailable, contact **Primary Contact** by **10:30 am**. Do not proceed with unapproved assumptions.

• Threshold discrepancy: If an error or variance exceeds **$XXX or XX%**, pause execution and escalate immediately to **Approver title as agreed at the meeting**.

• System downtime: If primary software is unavailable, log tasks in the offline emergency tracker and resume upon restoration.

6. Governance & approval sign-off

Ashford Business Services Ltd

Prepared by (owner): **Sarah Mitchell** · Approved by (manager): **Sarah Mitchell** · Approval date: **YYYY-MM-DD** · Next scheduled review: **1 Year from Effective**

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