



# STANDARD OPERATING PROCEDURE

IAC-ADM-001

## The SOP on SOPs

V 1.0

Effective Date: May 28, 2024

Upcoming Revision: May 2025

### I. PURPOSE

A Standard Operating Procedure (SOP) is a detailed, written set of instructions designed to guide IAC Staff Members through routine operations. SOPs ensure that tasks are performed consistently and correctly while promoting efficiency, quality, and uniformity within the IAC. This SOP establishes a consistent, comprehensive, and efficient framework for developing, approving, implementing, and revising all SOPs within the IAC.

### II. DEFINITIONS

<b>Author(s)</b>	Individuals responsible for drafting an SOP
<b>Approver(s)</b>	Individuals with authority to approve the final SOP for implementation
<b>Communications Department (COM)</b>	Department responsible for developing and implementing the communication and marketing across the agency
<b>Microsoft Lists</b>	Database where SOPs will be Cataloged/Indexed
<b>Microsoft Teams</b>	Application where all SOPs will be Stored/Accessed
<b>Microsoft Visio</b>	Application to develop Flowcharts
<b>Operations Department (OPS)</b>	Department responsible for managing the day-to-day operations. This includes budget, finances, human resources, information technology, and research
<b>Programs &amp; Services Department (PGS)</b>	Department responsible for establishing and managing programs and services for Indiana creatives and their communities.
<b>Reviewer(s)</b>	Individuals responsible for reviewing the SOP for accuracy and completeness.
<b>Stakeholder(s)</b>	Individuals with an interest in the SOP

### III. POLICY

This Standard Operating Procedure Policy establishes a consistent and structured approach to the SOPs, reviewing, approving, implementing, and maintaining SOPs within the IAC. It ensures that all SOPs are created and managed in a standardized way, promoting efficiency, structure, and language across all agency departments to support the IAC mission and operational needs.

**1. Compliance:** All SOP development and implementation activities must comply with any established procedures by the State or Federal Government. Compliance also includes adherence to best practices within the field and any specific requirements outlined by governing laws or policies established by a vote of the Commissioners.

**2. Approval and Oversight:** All SOPs require approvals from designated authorities at various stages, including drafting, reviewing, and final approval. This ensures that all SOPs are accurate, comprehensive, and aligned with organizational objectives.

**3. Continuous Improvement:** The procurement processes and policies will be reviewed regularly to adapt to new regulations, market conditions, and organizational needs to ensure continuous improvement and effectiveness.

**4. Training and Communication:** Before implementation, all relevant IAC staff members must be trained on new or revised SOPs. Effective communication channels must be established to ensure that all staff members are aware of and understand the SOPs applicable to their roles.

**5. Continuous Improvement:** The SOP processes and policies will be reviewed regularly to adapt to new regulations, technological advancements, and organizational needs to ensure continuous improvement and effectiveness. Feedback from staff members and stakeholders will be actively sought and incorporated into SOP revisions.

#### IV. PROCEDURE

Step	Action/Instruction	Responsible Party												
1.	An <b>IAC Staff Member</b> identifies the need for a new SOP or revision of an existing one. Obtains approval from the respective <b>Department Head</b> before proceeding.	<b>IAC Staff Member</b>												
2.	The <b>IAC Staff Member</b> becomes the SOP <b>Author</b> and will start drafting the SOP following the approved SOP Template ( <a href="#">see SOP Template</a> ).	<b>Author</b>												
3.	<b>Author</b> will ensure that the SOP contains the following sections: <table><tr><td><b>I. Purpose</b></td><td>Establishes the need for the SOP</td></tr><tr><td><b>II. Definitions</b></td><td>Provides Context and Information</td></tr><tr><td><b>III. Policy (if applicable)</b></td><td>Establishes rules needed for the SOP</td></tr><tr><td><b>IV. Procedure</b></td><td>Provides easy to follow step-by-steps</td></tr><tr><td><b>V. References</b></td><td>Includes relevant resources or SOPs</td></tr><tr><td><b>VI. Revision History</b></td><td>Provides information on SOP changes</td></tr></table>	<b>I. Purpose</b>	Establishes the need for the SOP	<b>II. Definitions</b>	Provides Context and Information	<b>III. Policy (if applicable)</b>	Establishes rules needed for the SOP	<b>IV. Procedure</b>	Provides easy to follow step-by-steps	<b>V. References</b>	Includes relevant resources or SOPs	<b>VI. Revision History</b>	Provides information on SOP changes	<b>Author</b>
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4.	<b>Author</b> will write in a clear, concise language, avoiding jargon and technical terms where possible.	<b>Author</b>												
5.	<b>Author</b> will submit Draft SOP to the <b>Reviewer(s)</b> .	<b>Author</b>												
6.	<b>Reviewer(s)</b> will review the accuracy, clarity, completeness of the SOP and will incorporate any necessary revisions.	<b>Reviewer(s)</b>												
7.	<b>Author</b> will submit the revised SOP draft to the Department Head.	<b>Author</b>												
8.	<b>Department Head</b> will ensure the SOP aligns with department-specific needs and objectives. Checks for clarity, completeness, and practical applicability of the procedures.	<b>Department Head</b>												
9.	After providing any revisions, if necessary, it gives preliminary approval and forwards it to the <b>Deputy Director of Operations (DDO)</b> .	<b>Department Head</b>												

10.	<b>DDO</b> will verify that the SOP is cohesive with other operational processes across the agency, assess the SOP for operational feasibility and resource requirements, and confirm compliance with all overarching legal and regulatory standards and existing agency policy.	<b>DDO</b>
11.	After providing any revisions and consulting other department heads, if necessary, <b>DDO</b> provides preliminary approval and forwards it to the <b>Executive Director (ED)</b> .	<b>DDO</b>
12.	ED will ensure the SOP aligns with the IAC's mission, vision, and evaluates if the SOP supports the current Strategic Framework and agency goals.	<b>DDO</b>
13.	After providing any final changes, <b>ED</b> approves the SOP for implementation and forwards it back to the <b>DDO</b> for Cataloging and Indexing.	<b>ED</b>
14.	<b>DDO</b> will assign the naming convention to the SOP and create an entry on the SOP Catalog (Microsoft List). The entry will include any relevant information, resources, revision logs to the SOP. Relevant author and staff will be notified once its uploaded in the SOP Catalog.	<b>DDO</b>
15.	If needed by the SOP, <b>DDO</b> will work with <b>Author</b> in designing/creating a Flowchart on Microsoft Visio as a resource aid.	<b>DDO and Author</b>
16.	<b>DDO</b> will distribute the SOP via Microsoft Teams under <a href="#">Standard Operating Procedures (SOPs)</a> Channel located within the <a href="#">IAC – All Staff</a> Team.	<b>DDO</b>
17.	If needed, <b>Author</b> will provide a training/share-out at an upcoming All-Staff Meeting to ensure understanding and proper implementation of the new SOP.	<b>Author</b>
18.	At the upcoming revision, <b>DDO</b> will work with <b>Author</b> to revise and ensure the SOP is current and factual.	<b>DDO and Author</b>

– END OF PROCEDURE –

## V. REFERENCES

### a. Resources

- i. [IAC – Standard Operating Procedure Template](#)
- ii. [LinkedIn – How do you create an SOP for a new task or process?](#)
- iii. [LinkedIn Learning – System Thinking](#)
- iv. [LinkedIn Learning – Writing in Plain Language](#)

## VI. REVISION HISTORY

Date	Revision Summary	Rationale	Owner/Approver
May 2024	SOP Implementation	New SOP	Zhang Sonera, A.