

SOP Subject	Introduction	Authorized By	Ken Fong
Category	Standard Operating Procedures	Status	Draft
Version	1.0	Effective Date	
Date Prepared	January 29, 2007		

Introduction	
Purpose	Provide introduction to ResQSoft Standard Operating Procedures
Personnel Concerned	All ResQSoft staff and consultants
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Project Management Office

Revision History	
1.0	

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1.0 Standard Operating Procedure Summary: Standard Operating Procedures Introduction

- Provide ResQSoft, Inc. staff with administrative and organizational rules, regulations, policies, procedures and general information governing general operations, including client and internal projects.
- Personnel policies and procedures apply to all ResQSoft staff and consultants, including the ResQSoft Management Team. Individual operating departments of ResQSoft may have more detailed departmental instructions that supplement (but not contradict) these policies, as may the Project Manager for his or her specific project.
- ResQSoft is always interested in the opinions of its staff, expressed individually or through their department heads, about working conditions, ways and means of accomplishing work tasks and jobs more proficiently and other matters of interest to staff members.

2.0 Standard Procedures

2.1 Purpose

ResQSoft, Inc. provides Standard Operating Procedures to promote consistency and quality of deliverables to clients and to ensure effective and efficient resource allocation. These Standard Operating Procedures also assist ResQSoft, as an organization, to measure progress on project tasks and associated costs to facilitate company operations.

ResQSoft recognizes that, as a small company, a delicate balance must be found between adding project overhead as a result of implementing standard procedures and allowing employees to take ad hoc approaches to operations based entirely on case-by-case bases. ResQSoft believes that the Standard Operating Procedures herein strike that balance, with the benefits accruing from increased operational controls outweighing any time and resource costs associated with implementation.

Questions and comments regarding ResQSoft's Standard Operating Procedures, as well as suggestions for improvements, should be directed to the ResQSoft Project Management Office (PMO) or the ResQSoft Management Team.

2.2 Scope

ResQSoft's Standard Operating Procedures are the rule rather than the exception and apply to all projects and employees without exception except as may be specifically noted herein. Variances may be granted on a case-by-case basis by the PMO. Variance requests must be made in writing to the PMO, and approved by the PMO, prior to any deviation from the procedures set forth herein.

Any Variance Requests must be made using the PMO section of the ResQSoft Internal Portal.

It should be noted that some Standard Operating Procedures, particularly those related to Human Resources, are set forth in ResQSoft's Human Resources Policies (e.g., leave



requests, time records). To the extent a conflict exists between the Standard Operating Procedures and Human Resources Policies, the Human Resources Policies shall take precedence. Questions relating to Human Resources Policies should be directed to the Office of Human Resources or the ResQSoft Management Team.

2.3 Responsibility of the Project Management Office

The role of the PMO with respect to procedures is to establish and maintain ResQSoft's Standard Operating Procedures, and includes granting or denying Variance requests.

2.4 Official SOP Documents

As appropriate and needed, the PMO will issue for distribution official SOP documents by email distribution in Microsoft Word or PDF format. These documents represent the official ResQSoft SOP for the described process or activity and will be referenced to the relevant item in the Human Resources Policies and Standard Operating Procedures section and available from the HR document repository. Should any there be any conflict between an official SOP and the contents of this SharePoint list, the official SOP controls.

All SOPs shall be provided using the PMO standard SOP form and approved by ResQSoft Management.

3.0 Questions and Comments Relating to the Standard Operating Procedures Introduction

Any questions or comments relating to this SOP should be directed to the employee's or consultant's immediate supervisor or the ResQSoft PMO. Any deviations from policy must be requested and approved in writing by the [ResQSoft PMO](#).

PMO Use Only

Status	Active SOP
Next Action	Quarterly Progress Review
Next Action Date	April 1, 2007

