Activities for Developing SOP

Functions: Project design & engineering

Codes for steps: TK01-TK11

Source: SK77, SK78, SK79 Annex 37A

(Refer Chapter:15)

| List of Steps/Activities | Codes for steps and (no of activities) | Function applicable | Responsibility |
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| Top management forming a cross-functional team (comprising one overall Business Unit SOP coordinator and functional coordinators recommended by each HOD for developing SOP) and providing overall directions, resources, and timeline targets for developing SOP manuals. | TK01 | All, similar | CEO/MD |
| Each function head conceptualising the following aspects of the proposed SOP manual after deliberations with members of cross-functional team/overall SOP coordinator or with inputs from the external consultant as relevant:<br><br>i) The target users, i.e. employees (own function & interfacing function), business associates (like vendors, sales channel partners etc. as relevant to function) who may need to refer to SOP manual<br>ii)The proposed contents of the SOP<br>iii) The frequency for review of SOP<br>iv) The persons authorised to initiate, edit, delete, view and approve it<br>v) Function was timelines<br>vi) Author has proposed four sections in the SOP manuals as per highlights below. | TK02 | All, similar | Each functional SOP coordinator with inputs from CFT |

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| • **Section 1- P**rocesses, activity flow diagrams & activity narrations<br>• **Section 2-A**ssociated Documents, manuals & tables<br>• **Section 3-A**uthorisation manual or its cross-reference in case of separate manuals for each function<br>• **Section 4- Activities** for managing emergencies/disaster like situations | | | |
| **Incorporating in SOP**-**Business Processes & Activity flow diagrams & activity narrations** or & navigation path such as below following in hard or soft copies **as Section 1.**<br>• Core Processes (Chapter 1,2,3 and annex 20A)<br>• list of activities for execution of Core Processes (Chapter 1,2,3 and annex 21A (2) to 21A (4))<br>• statutory Processes for meeting tax obligations (annex 20B)<br>• list of activities for execution of statutory Processes (Chapter 4 and annex 21B)<br>• Configuration table development-related Processes (Chapter 5 and annex 20C)<br>• list of activities for the development of configuration tables (Chapter 5 annex 21C)<br>• Master data table development-related Processes (Chapter 6 annex 20D)<br>• list of activities for the development of master data tables (Chapter 6 annex 21D)<br>• Process for configuring user traceability (Chapter 7, Annex 31A)<br>• list of activities for configuring user traceability (Chapter 7, Annex 31B)<br>• Process for configuring Audit trail (Chapter 8, Annex 32A)<br>• list of activities for configuring Audit trail (Chapter 8, Annex 32B)<br>• Designing Coding scheme related processes (Chapter 9, annex 33A)<br>• list of activities for the development of Designing Coding scheme for processes & Materials, Assets, Vendors, Customers, shareholders, Statutory bodies, employees (Chapter 9, annex 33B) | TK03 | All, similar | Each functional SOP coordinator with inputs from CFT |

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| <ul><li>List of processes & activities for conducting Risk assessment at Organisation level, Core Process level, Core Activity level (Chapter 10, Annex 13A & 13B).</li><li>List of processes & activities for conducting Risk assessment at Statutory Process level, Statutory Activity level (Chapter 10, Annex 14A & 14B).</li><li>List of processes & activities for conducting Risk assessment at Configuration table level & associated Field level (Chapter 10, Annex 15A & 15B).</li><li>List of processes & activities for conducting Risk assessment at Master data table level & associated Field level (Chapter 10, Annex 16A & 16B).</li><li>List of processes & activities for assigning access rights at Core Process level, Core Activity level (Chapter 11, Annex 26A & 26B).</li><li>List of processes & activities for assigning access rights at the statutory process level and statutory activity level (Chapter 11, Annex 27A & 27B).</li><li>List of processes & activities for assigning access rights at field choice w. r. t. Configuration table (Chapter 11, Annex 28A & 28B).</li><li>List of processes & activities for assigning access rights at field level w. r. t. Master data table (Chapter 11, Annex 29A & 29B).</li><li>Developing DMS related processes (Chapter 12, annex 34A)</li><li>list of activities for the development of DMS-for hard copies & soft copies (Chapter 12, annex 34B and annex 34C)</li><li>Developing Budgets related processes (Chapter 13, annex 35A)</li><li>list of activities for the development of Budget (Chapter 13, annex 35B)</li><li>Developing MIS related processes (Chapter 14, annex 36A)</li><li>list of activities for the development of MIS (Chapter 14, annex 36B)</li><li>Developing SOP related processes (Chapter 15, annex 37A)</li><li>list of activities for the development of MIS (Chapter 15, annex 37B)</li><li>Developing Financial authority manual related processes (Chapter 16, annex 38A)</li><li>list of activities for the development of processes for Developing Financial authority manual (Chapter 16, annex 38B)</li></ul> | | | |

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| ● Developing Key Performance indicator-KPI related processes (Chapter 18, annex 42A)<br>● list of activities for KPI related processes (Chapter 18, annex 42B)<br>● And so on<br><br>Section 1 may also include the complete navigation method for executing each process & its activity, configuration tables, master data tables etc. along with screenshots or and flow diagrams<br>          and or<br><br>Transaction codes embedded in ERP/Software for each process | | | |
| **Section 2-of SOP**<br>**Incorporating in SOP Associated Documents, manuals & tables as Section 2**<br>This section includes function-wise, copies of the following in hard or soft copies:<br>● list of Core & Statutory documents (Annex 22A & annex 23A) along with specimen blank copy of each document & range numbering<br>● Each type of Manual's cross-references (Annex 17,18 & 19)<br>● list of Configuration tables (Annex 24E)<br>● list of Master data tables (Annex 25F)<br>● list of Fields (Annexure 1A to 1H)<br><br>Further reference of manual /codes to be provided as Manuals are pretty bulky in size. | TK04 | All, similar | Each functional SOP coordinator with inputs from CFT |
| **Section 3-of SOP**<br>● Incorporating in SOP Authorisation manual or its cross-reference in case of separate manuals as Section 3<br><br>This section includes copies (hard or soft) of the authorisation matrix/manual capturing profiles for access authorisation rights as below.<br>● Profiles for accessing activities in core processes: Annex 30A<br>● Profiles for accessing activities in Statutory processes: Annex 30B<br>● Profiles for accessing Fields in configuration tables: Annex 30C | TK05 | All, similar | Each functional SOP coordinator with inputs from CFT |

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| ● Profiles for accessing Fields in master data tables: Annex 30D | | | |
| **Section 4-of SOP**<br>**managing emergencies/disaster like situations - Section 4**<br>Top management provides Policy inputs/directives to all HOD covering aspects such as emergency actions, emergency **processes & emergency documents** for managing emergency like situations like listed below:<br>1. Disaster situations caused by factors such as below leading to life-threatening situations & damages or loss of mission-critical resources:<br>● Avalanches<br>● Biological emergencies<br>● Chemical emergencies<br>● Cold wave<br>● Cyclones<br>● Droughts<br>● Earthquakes<br>● Fire<br>● Floods<br>● Forest fire<br>● Heatwaves<br>● Landslide<br>● Lightening<br>● Nuclear-radiological<br>● Smog/air pollution<br>● Thunderstorms/dust storms/squall<br>● Tsunamis<br>● Urban floods<br><br>b) IT/System outage causing partial or complete shutting off ERP/Software system by any reason | TK06 | All, similar | CEO/MD |

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| c) Emergency due to strikes, riots, civil commotion, war, terrorism causing or likely to cause work stoppages, risk or endanger to life and property<br>d) Sudden Statutory /regulatory changes, necessitating sudden stoppage of business activities or & needing immediate/urgent mandatory compliances.<br>e) Sudden non-availability or scarcity of critical resources like below likely to adversely affect business profitability or customer demands or service:<br> i) Assets or & equipment or tool & jigs &fixtures essential for the manufacturing of BOQ materials or construction or for rendering customer services<br>ii) Human resources<br>iii) Critical inputs like Bill of materials or BOQ or other inputs | | | |
| Each HOD incorporates actions /measures to be triggered in case of emergency like situations in their respective function vis a vis TK06, such as:<br>    ●   Commencing of business processes/activities as soon as possible to ensure business continuity in case of disruptions caused by emergencies<br>    ●   Initiating countermeasures & putting in place alternate standby processes & systems, including manual/standalone IT solutions, which can enable performing of Mission-critical in the business cycle such as below, but not limited to:<br>       1.  Generating Sale Invoicing for revenue<br>       2.   Receiving of Payments towards sales/others<br>       3.  Developing RFQ (Request for quotes or Tenders with BOQ & specifications<br>       4.  Placing of Purchase orders/agreements for buying of materials & services<br>       5.  Developing Designs & development related documents, drawings & specifications<br>       6.  Preparing & signing agreements with land buyers & land sellers, consultants, contractors, service providers, customers, Financial institutes, collaborators etc<br>       7.  Statutory documents preparation, signing & submission & complying with statutory requirements<br>       8.   Receiving of materials & services, capital goods etc.<br>       9.  Conducting Quality inspection & ensuring quality assurance | TK07 | All, similar | Each HOD |

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| 10.  Manufacturing operations or rendering of business services<br>11.  Receiving of funds inflows from customers, land buyers, shareholders, investors, Financial Institutes /bankers,<br>12.  Releasing of payments to land sellers, vendors, service providers, employees & business associates<br>13.  Treasury & Banking operations<br>14.  Financial accounting of transactions<br>15.  Ensuring availability of required business documents in printed form<br>16.  Ensuring Logistics related operations for supply-chain management<br>17.  Delivery of end products or completed units, areas, buildings to channel partners and end customers.<br>18.  Rendering of after-sale services to customers<br>And so on | | | |
| Each HOD also proposes financial transactions related to empowerment norms in "Financial authority norms" & includes in Annex 38B at activity number TL19 for managing emergencies as per policy/directives of Top management. | TK08 | All, similar | Each HOD |
| Ensuring controlled numbering (as per predetermined scheme evolved by CFT) and controlled circulation of SOP manuals and availability at workplaces to eliminate obsolete SOP | TK09 | All, similar | Each functional SOP coordinator with inputs from CFT |
| Periodically meeting Organisation level SOP coordinator for following:<br>1)Resolving interfacing issues<br>2)Deciding access rights to another function vis a vis each other<br>3)Resolving throughput time/cycle time for completing each activity vis a vis Process | TK10 | All, similar | Each functional SOP coordinator with inputs from CFT |
| SOP and formally giving written/documented approval and obtaining CEO's permission, and releasing SOP to identified levels/positions | TK11 | All, similar | Each HOD |
| Periodically facilitating the amendment of SOP in case of any changes vis a vis aspect captured in sections 1,2,3 &4 mentioned at activity number TK03 to TK06 | TK12 | All, similar | Each functional SOP coordinator with inputs from CFT |

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| Additional activities proposed per function for meeting future activity requirements of any function for **"Developing SOP."** | | TK14, TK15, TK16 | @1/function |

The remaining activity codes are reserved for other functions.