

**U.S. DEPARTMENT OF LABOR
VETERANS' EMPLOYMENT &
TRAINING SERVICE**



**VETS MANUAL SERIES
VOLUME XIV
STANDARD OPERATING PROCEDURES**

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14.1 Introduction

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity. SOPs are an integral part of a successful operation because they provide individuals with the information needed to perform a task properly. They facilitate consistency in the quality and integrity of work products and end-results.

This Volume will be updated and enhanced regularly through revisions of the e-copy of this Volume.

14.2 Purpose

SOPs detail the regularly recurring work processes that are conducted by VETS employees. The VETS SOPs included in this Volume relate to administrative work processes, as programmatic processes are communicated through Directors' Memoranda, Veterans' Program Letters, or ASVET memoranda, and are included in the respective program Volumes of the VMS.

14.3 Benefits

The consistent use of standardized procedures ensures that functional requirements are met, lessens miscommunication, minimizes duplication of effort, and leads to credible end results even when there are temporary or permanent personnel changes in an office.

Another benefit of documented SOPs is that they can be used to demonstrate compliance with organizational administrative requirements during inspections, reviews and audits by internal and external organizations.

14.4 SOP Use

To be beneficial, SOPs must be well written and easy to follow. However, even the clearest and most concise SOPs will fail if they are not followed. Therefore, the use of and compliance with VETS SOPs must be encouraged, monitored, and reinforced by management, preferably by direct supervisors. Current copies of the SOPs must be readily accessible for reference by those individuals actually performing the administrative activities.

14.5 Development and Maintenance of VETS SOPs

Any VETS employee may suggest, draft, or bring to the attention of VMS Hub Team members – either directly or through their immediate supervisor - the need to develop a new administrative SOP or modify/update an existing one.

Hub Team Members are:

- **National Office:** Pamela Langley, Joel Delofsky, and Jim Bice
- **Boston Region:** Eileen Woods
- **Philadelphia and Atlanta Regions:** Ron Benson
- **Dallas Region:** Rebekah Haydin
- **Chicago Region:** Fred Mendoza and Shawn Johnson
- **San Francisco Region:** Karla Draper and Roger Gayman

When notified, Hub Team members will forward the communication to the Hub Team National Coordinator. The National Coordinator will, with the concurrence of all Hub Team members, notify the affected VETS National Office Director(s) and/or manager(s) and work with him or her to develop a plan of action pertinent to the update and/or development of a new SOP.

If a proposed SOP would establish new policy that may be subject to union consultation requirements the SOP will be proposed as a Director's Memorandum, following the procedures outlined in [ASVET Memorandum 02-09](#).