

QIO – Standard Operating Procedures

Purpose:

Standard operating procedures (SOPs) will document the processes and procedures used in the performance of contractual obligations.

Identification of Roles:

Program specialist (PS) – will initiate the annual review process, sending current SOPs to respective managers for review and revision.

Managers – will identify SOP revisions needed and communicate with the PS on the SOP changes needed. Managers will also complete annual review within a timely fashion.

Operational manager – will review all revisions prior to submission to Policy account manager.

Performance Measures:

- SOPs shall be updated with any changes to the methods and procedures used by QIO Services in the performance of its duties under this contract. QIO Services shall document all changes within 30 calendar days of the change, subject to Policy approval.
- SOPs shall be reviewed with the Policy no less than annually.

Path of Business Procedure:

Step 1: PS will initiate annual SOP process in OnBase on June 1 each year.

Step 2: PS will send each manager the current SOP for review and revision.

Step 3: Manager will review and revise each SOP and submit SOP with all changes tracked to PS by July 15 each year.

Step 4: PS will revise SOP in OnBase and submit to operational manager for approval by August 1 each year.

Step 5: Operational manager will review and send approved SOPs to account manager for approval.

Step 6: PS will review all SOPs returned from account manager and make appropriate changes.

Step 7: PS will print all final SOPs and post on HHS SharePoint site.

RFP References:

I.3.1.2.A.2.a-h

Interfaces:

OnBase