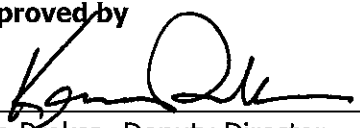




Flood Control District Internal Procedure

Procedure Title Standard Operating Procedure (SOP) and Policy Submittal Process	SOP Number SOP-EXE-001
	Issue Date October 24, 2016
Approved by  Ken Proksa, Deputy Director	Revision Date
	Author Deborah Wilson, Support Services Manager and Custodian of Records

I. Purpose

This document outlines how to develop or revise a Policy or Standard Operating Procedure (SOP) for the Flood Control District of Maricopa County (FCD). This procedure supersedes any other process or procedure previously used by the department.

II. Divisions/Branches Affected

All Divisions

III. Definitions

Policy: Provides guiding principles and framework within which the department functions. Policies describe what the organization does operationally. A policy generally affects external stakeholders, but it does not create new authority or regulatory requirements.

NOTE: Though most policies are department-wide, a policy may apply to one division only (e.g. Permitting).

Standard Operating Procedure (SOP): Outlines the specifics of how a task is accomplished or completed. SOPs should include who will do what, what steps they need to take, and which forms or documents to use.

IV. Procedure

A. Who can identify needed policies or SOP documents? Anyone may identify needed policies or SOPs. When an employee identifies a need for clarification or direction, the employee should present the concept to their supervisor. Attachment A provides a decision tree to help determine whether the needed document will be a policy or SOP. A flow chart of the procedure is shown in Attachment B.

Policies: In order to ensure consistency, the identified policy concept will be submitted to the Special Project Manager to initiate the process.

SOPs: An SOP may be drafted by the originating division using the standard format and template, and submitted to the Division Manager for review.

B. Initial Draft Process

Policies: Draft policies will be submitted to the Special Project Manager who will research or revise, ensure proper formatting, and circulate to Division Managers for feedback for a period not to exceed 30 days.

SOPs: The Division Manager or designee will research or revise, format the draft SOP, and circulate to all affected divisions and the Special Project Manager for feedback.

Policy and SOP Style Requirements

- Draft documents in Word using Tahoma 11 pt font, with 0.5" top and 1" side and bottom margins; approved templates contain this formatting
- Select words carefully; words such as *should* and *may* imply choice
- Do not use employee names or information that could become outdated quickly (i.e., vendor or contractor names)
- When using acronyms, spell out the words the first time, then indicate the acronym in parenthesis

C. Revision Process

Policies: After receiving comments, if necessary, the Special Project Manager will redraft the policy if there are significant changes and may recirculate to Division Managers. If changes are not significant, the Special Project Manager will forward the draft as received to the Leadership Team for review.

SOPs: After receiving comments, the Division Manager or designee will redraft the SOP and submit it to the Division Manager(s) of the affected division(s), Deputy Director, and Special Project Manager for review.

D. Finalization

Policies: The final document will be signed by the Chief Engineer and General Manager or Deputy Director, and posted on the FCD Policy and Procedure page in SharePoint. If a policy meets the criteria of a substantive policy statement under A.R.S. §49-471, the Special Project Manager will publish notice in the Arizona Administrative Register, as required by A.R.S. §49-471.11. Substantive policy statements will also be posted on the County Enhanced Regulatory Outreach Program (EROP) website.

SOPs: If only one division is affected, the Division Manager may sign the SOP. If more than one division is affected, the Chief Engineer and General Manager or Deputy Director will sign the SOP. Each SOP will be posted on the FCD Policy and Procedure page in SharePoint organized by originating division, and divisions affected.

The Special Project Manager will assign policy and SOP numbers.

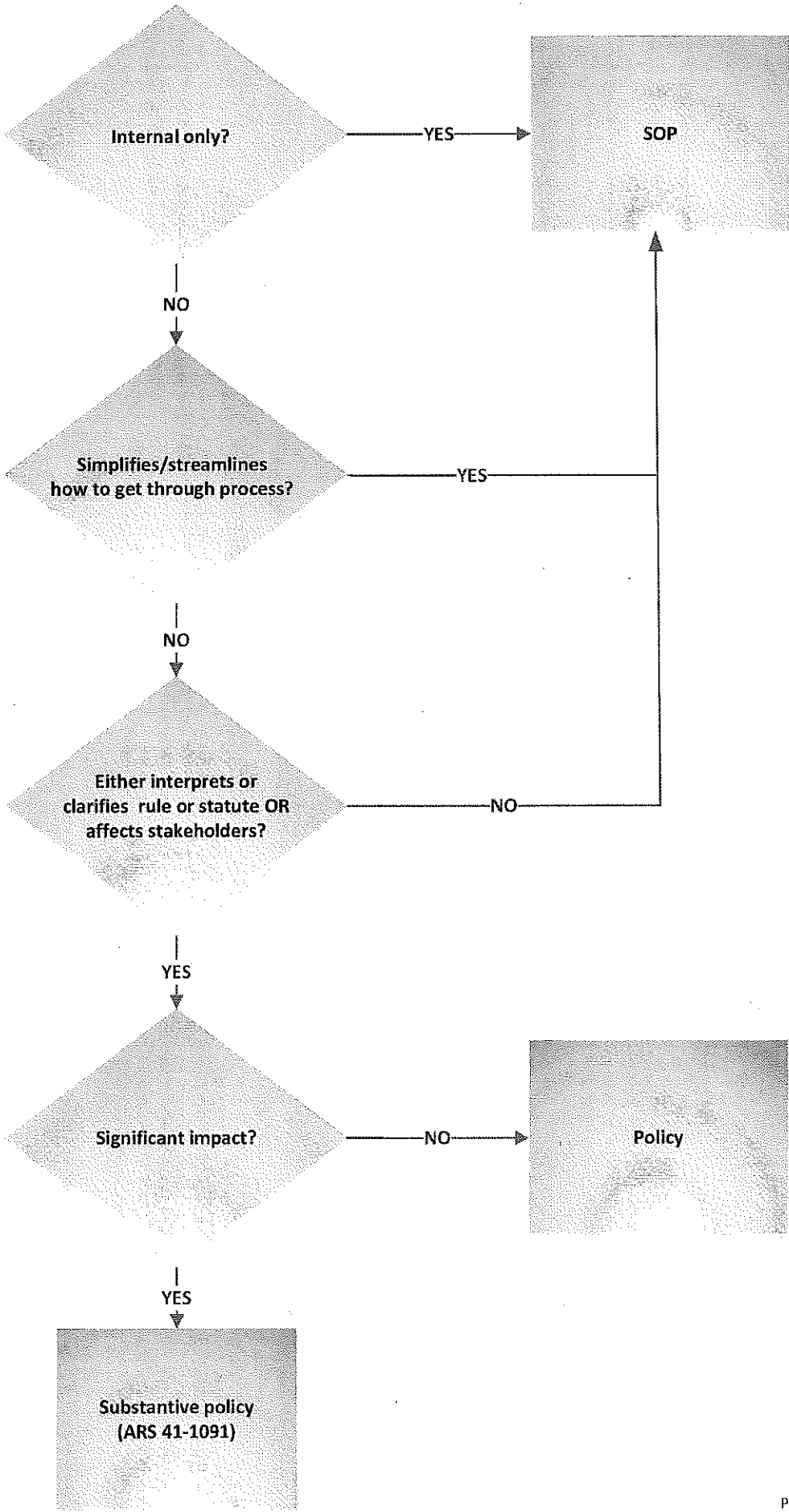
E. Implementation

The Special Project Manager will notify staff that a policy or SOP has been issued. Policy notifications will be sent to appropriate employees, and include a link to the policy posted on the FCD Policy and Procedure page in SharePoint. The Special Project Manager will send notice of new or updated SOPs to applicable divisions with a link to the SOP in SharePoint. Each Division Manager will determine if training is necessary to ensure that the SOP is implemented properly, and will work with appropriate resources to develop and schedule training.

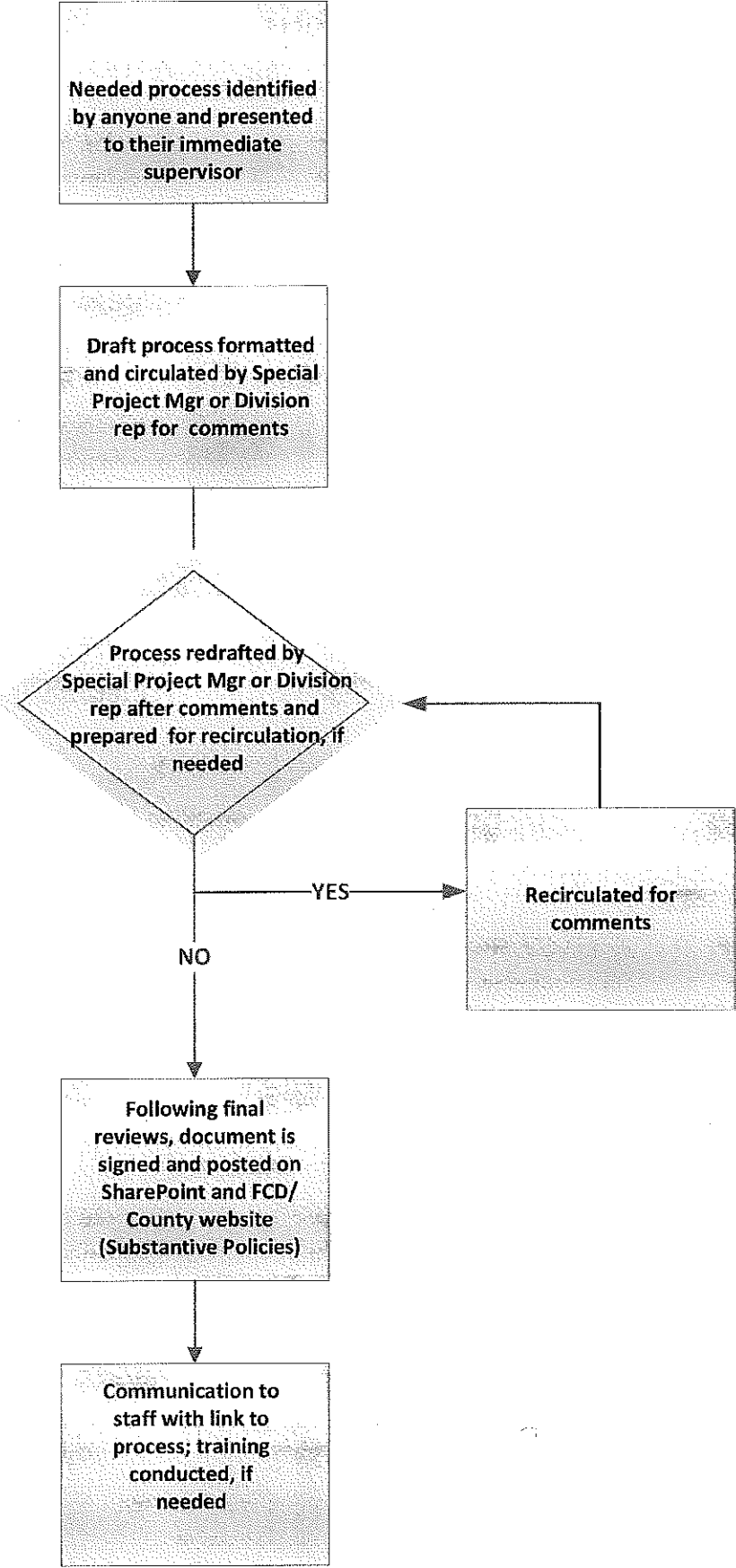
Attachments

- A - Policy or SOP Flowchart
- B - Process Flowchart
- C - SOP Template
- D - Policy Template

POLICY OR SOP?



PROCESS FLOWCHART





Flood Control District Internal Procedure

Procedure Title	SOP Number SOP-XXX-000 (XXX is Division abbreviation)
	Issue Date
Approved by _____	Revision Date
	Author (name and title)
(name and title)	

I. Purpose

II. Divisions/Branches Affected

III. Definitions

IV. Procedure

V. Attachments



Flood Control District Internal Policy

Policy Title	Policy Number POL-XXX-000 (XXX is Division abbreviation)
	Issue Date
Approved by _____	Revision Date
	Author (name and title)
(name and title)	

I. Purpose

II. Divisions/Branches Affected

III. Definitions

IV. Statement of Policy

V. Attachments