

AI SOP Checklist

Create a clear standard operating procedure with AI and human review

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Use this worksheet to move from scattered process knowledge to a tested, approved SOP. AI can organize information and draft language. The process owner remains responsible for accuracy, exceptions, security and final approval.

Process name: _____

Business area or team: _____

Process owner: _____

Prepared by: _____

Target completion date: _____

A Before You Use AI

Confirm the purpose, source material and information boundaries before starting.

☐	The purpose of the SOP is clear.
☐	The intended reader or user is identified.
☐	The start and end points of the process are defined.
☐	The process owner has agreed to review the final document.
☐	Source notes, checklists, screenshots and examples are available.
☐	Customer, employee, financial, account and other restricted information has been removed.
☐	The selected AI tool is approved for the information being used.

1 Capture

Document how the process works today, including the parts people usually keep in their heads.

☐	I recorded the trigger that starts the process.
☐	I listed the required inputs, tools, systems and access.
☐	I captured the steps in the order they are actually performed.
☐	I recorded handoffs between people, roles or systems.
☐	I included decision points and the criteria used at each decision.
☐	I documented common exceptions, failures and escalation paths.
☐	I identified the output or result that ends the process.
☐	I noted shortcuts or workarounds that require review.

2 Clarify

Use AI to expose gaps. Do not allow it to invent policies, owners, deadlines or approvals.

☐	AI identified vague instructions, missing steps and information dependencies.
☐	AI identified assumptions separately from confirmed facts.
☐	AI asked about owners, approvals, decision points and missing or incorrect inputs.
☐	AI asked about exceptions, escalation and owner unavailability.
☐	A knowledgeable person answered or marked each question for verification.

AI Prompt Sheet

Use the clarification prompt first. Answer its questions, verify the facts, and then use the drafting prompt.

Clarification Prompt

I want to turn the process notes below into a standard operating procedure. Do not draft the SOP yet. First, identify missing steps, vague instructions, assumptions, decision points, exceptions, required approvals and unclear ownership. Ask me up to 10 focused questions. Do not invent answers. Mark anything I cannot confirm as Needs verification.

Drafting Prompt

Using my verified answers, draft the SOP with sections for purpose, scope, owner, prerequisites, numbered steps, decision points, exceptions, escalation, quality checks and approval. Use plain language. Mark every remaining assumption as Needs verification. Do not add policies, deadlines, responsibilities or approvals that I did not provide.

Before Accepting the Output

☐	Every statement is supported by the process owner or approved source material.
☐	AI-generated assumptions are clearly labeled and resolved.
☐	No restricted information appears in the prompt or output.
☐	The draft is ready for real-world testing, not automatic publication.

3 Draft

Generate a structured first draft only after the important questions have been answered.

☐	The title clearly identifies the process.
☐	Purpose and scope explain when the SOP applies.
☐	The process owner and responsible roles are named.
☐	Prerequisites, inputs, tools and access are listed.
☐	Instructions are numbered, specific and written in plain language.
☐	Decision points include clear criteria and next actions.
☐	Exceptions and escalation paths are documented.
☐	Quality checks define how to recognize a correct result.
☐	Unconfirmed information is labeled Needs verification.
☐	Version, approval date and planned review date are included.

Draft Review Notes

Missing information: _____

Incorrect or unclear steps: _____

Assumptions to verify: _____

Changes required: _____

4 Test

Have a person follow the draft. A polished document is not proof that the procedure works.

☐	A person other than the author tested the SOP.
☐	The tester completed a normal scenario and a scenario with incomplete or incorrect input.
☐	The tester tried at least one common exception.
☐	The escalation path and owner-unavailability scenario were tested or reviewed.
☐	Confusing steps were revised and retested, and the final output met the quality standard.

5 Approve

The process owner confirms that the SOP is accurate, safe and ready to use.

☐	Every step is accurate, in the correct order and assigned to the correct role.
☐	Decision criteria, exceptions and escalation instructions are complete.
☐	Sensitive information is protected, and system names, links and access requirements are current.
☐	All Needs verification labels have been resolved or accepted.
☐	A review date and change owner have been assigned.

Final Approval

Process owner	
Approved by	
Approval date	
Next review date	

