Change request procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To make sure work outside the agreed scope is quoted and approved before it starts, so budgets and deadlines stay realistic.

Scope

Every request for new or changed work on a fixed-scope project.

Responsibilities

Role	Responsibility
Project manager	Logs the request, checks it against scope, gets the estimate and the approval.
Team lead	Estimates the work and its effect on the timeline.
Client	Approves or declines the change in writing.

Procedure

1. **Log the request**

   Record what the client asked for, who asked, and when.

2. **Check it against the scope**

   Decide whether it is in scope, a fix, or new work.

3. **Estimate it**

   Estimate the hours, the cost and the effect on the deadline.

4. **Send the change request**

   Send the client a short change request with the work, cost and new dates.

   > **Caution:** Don't start the work until the client approves it in writing.

5. **Update the plan**

   Once approved, update the timeline, budget and tasks, and tell the team.

Records

- The change log for each project.
- Each approved or declined change request.

Related documents

- Project kickoff checklist

Revision history

Version	Date	What changed	Approved by