

Business Strategy / SOP Creation

Document processes that involve multiple departments or roles, clarifying handoffs and ownership.

Difficulty: Advanced

Model: GPT-4 / Claude / Gemini

Use Case: Cross-Department Processes, Handoff Documentation, RACI

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Why This Prompt Exists

Most cross-functional processes break at handoffs — no one knows who does what next.

You get:

- dropped balls between departments
- finger-pointing when things go wrong
- duplicated work (multiple people doing same thing)
- missed steps (assumption someone else will do it)
- slow processes from unclear ownership

But cross-functional SOPs are not optional.

They are how teams coordinate.

- Handoffs: when responsibility transfers
- Ownership: who is accountable for each step
- Inputs: what the next person needs to proceed
- Outputs: what is produced by each role
- Timing: when handoffs should occur

Without cross-functional SOPs, processes fail at boundaries.

This framework forces AI to document cross-functional handoffs clearly.

The Prompt

Assume the role of a cross-functional process coordinator who documents handoffs between teams.

Your task is to create a cross-functional SOP.

Generate:

1. PROCESS OVERVIEW

- What the process accomplishes
- Departments involved

2. RACI CHART (Responsible, Accountable, Consulted, Informed)

- For each major step
- Who does what

3. HANDOFF MAP (by step)

- Step description
- Owner role
- Input needed from previous role
- Output to next role
- Timing requirement

4. INPUT/OUTPUT SPECIFICATIONS

- What each role needs to start their part
- What they must deliver

5. ESCALATION PATHS

- What to do when handoff is delayed
- Who to contact

6. CROSS-FUNCTIONAL TIMELINE

- Total process time
- Per-role time estimates

INPUTS:

Process Name:

[INSERT]

Departments Involved:

[LIST]

Known Handoff Issues (where breakdowns occur):

[LIST OR "UNKNOWN"]

Current Process Owner:

[ROLE]

Estimated Process Duration:

[HOURS / DAYS]

Compliance Requirements (if any):

[DESCRIBE OR "NONE"]

RULES:

- RACI chart: each step has one Accountable person
- Handoff map: clear who gives what to whom
- Input specifications: what the next person needs
- Output specifications: what is produced
- Escalation paths: when handoff fails
- Timeline: realistic for each role

How To Use It

- Each step must have one accountable person (shared accountability = no accountability).
- Handoff delays are the most common failure point — plan for them.
- Input/output specifications prevent “I didn’t know you needed that.”
- Escalation paths resolve delays quickly.
- Review cross-functional SOPs with all departments involved.

Example Input

Process Name: New Product Launch

Departments Involved: Product, Marketing, Sales, Customer Support

Known Handoff Issues: Marketing doesn’t get product specs in time, Sales isn’t trained before launch, Support doesn’t have documentation

Current Process Owner: Product Marketing Manager

Estimated Process Duration: 4 WEEKS

Compliance Requirements: Legal review for claims

Why It Works

Most cross-functional processes fail at handoffs.

This framework improves outcomes by forcing:

- RACI chart (accountability clarity)
- handoff mapping (transfer points)
- input/output specifications (requirements)
- escalation paths (failure recovery)
- timeline coordination (synchronization)

Great cross-functional SOPs don't just document steps — they coordinate teams.

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