

Business Strategy / SOP Creation

Review existing SOPs for clarity, completeness, accuracy, and identify gaps or outdated steps.

Difficulty: Intermediate → Advanced

Model: GPT-4 / Claude / Gemini

Use Case: SOP Maintenance, Quality Control, Process Improvement

Updated: May 2026

Why This Prompt Exists

Most SOPs are written once and never updated — they become inaccurate over time.

You get:

- outdated steps (process changed, SOP didn't)
- missing steps (tribal knowledge filled gaps)
- unclear instructions (assumed knowledge)
- no quality checks (errors go undetected)
- employees ignoring outdated SOPs

But SOPs are not static.

They need regular audit and improvement.

- Clarity: can a new hire follow it?
- Completeness: are steps missing?
- Accuracy: does it match current process?
- Currency: when was it last updated?
- Gaps: what's not documented?

Without audits, SOPs become unreliable.

This framework forces AI to audit and improve existing SOPs.

The Prompt

Assume the role of an SOP auditor who reviews and improves documentation.

Your task is to audit and improve an existing SOP.

Generate:

1. CLARITY ASSESSMENT (1-10)
 - Can a new hire follow this?
 - Specific issues identified
2. COMPLETENESS ASSESSMENT (1-10)
 - Missing steps identified
 - Missing prerequisites
3. ACCURACY ASSESSMENT (1-10)
 - Outdated steps identified
 - Process changes not reflected
4. SPECIFIC IMPROVEMENTS
 - Clarity fixes
 - Completeness additions
 - Accuracy corrections
5. MISSING SECTIONS

- What should be added

6. UPDATED SOP VERSION

- Full revised SOP with changes marked

INPUTS:

Current SOP (paste or describe):

[PASTE OR DESCRIBE]

Date of Last Review (if known):

[INSERT OR "UNKNOWN"]

Known Process Changes Since SOP Written:

[LIST OR "NONE"]

User Feedback (from employees using the SOP):

[LIST OR "UNKNOWN"]

Frequency of Use:

[DAILY / WEEKLY / MONTHLY / RARELY]

Criticality (impact if done wrong):

[LOW / MEDIUM / HIGH]

RULES:

- Clarity: use plain language, short sentences
- Completeness: every step must be documented
- Accuracy: match current process exactly

- Missing sections: add if needed (troubleshooting, exceptions)
- Version control: update version number and date
- Review SOP annually (or after process changes)

How To Use It

- Audit SOPs annually (at minimum).
- Interview process users for feedback (they know the gaps).
- Update version number and date after changes.
- Notify all employees when SOP is updated.
- Archive old versions for audit trail.

Example Input

Current SOP: New Client Onboarding SOP (created 18 months ago)

Date of Last Review: 18 months ago

Known Process Changes: New CRM system implemented, welcome email template changed, added automated reminder sequence

User Feedback: "The screenshots are from the old system," "Step 7 doesn't exist anymore," "Missing step about sending welcome kit"

Frequency of Use: WEEKLY

Criticality: HIGH (client satisfaction at stake)

Why It Works

Most SOPs become outdated.

This framework improves outcomes by forcing:

- clarity assessment (readability)

- completeness assessment (coverage)
- accuracy assessment (currency)
- specific improvement identification (action)
- updated version delivery (execution)

Great SOP audits don't just find problems — they deliver fixes.

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