STANDARD OPERATING PROCEDURE

Meeting Minutes SOP

Document no.	SOP-ADM-002
Revision	1.0
Owner	Office Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To produce clear, consistent minutes for meetings that record decisions and action items accurately, get them approved, and make sure follow-up items are tracked to completion.

2. Scope

Applies to recurring team meetings, committee meetings and formal governance meetings where minutes are required. Informal working sessions without a minute-taker are not covered.

Definitions

Minute-taker	The person assigned to record what happens during a meeting and produce the draft minutes.
Action item	A specific task agreed during the meeting, assigned to a named owner with a target date.
Quorum	The minimum number or proportion of members who must be present for a meeting's decisions to be valid.

3. Responsibilities

Minute-taker	Prepares the agenda template, records attendance and discussion, drafts and distributes minutes, and tracks action items.
Meeting Chair	Runs the meeting, confirms decisions and action item owners, and approves the final minutes.
Office Manager	Maintains the minutes template, files approved minutes, and supports the minute-taker.
Attendee	Reviews draft minutes for accuracy and completes assigned action items by the target date.

RACI matrix

Activity	Minute-taker	Meeting Chair	Office Manager	Attendee
Prepare agenda and meeting materials	R	A	C	I
Record discussion and decisions	R/A	C	-	-
Approve draft minutes	R	A	-	C

Activity	Minute-taker	Meeting Chair	Office Manager	Attendee
Distribute and file final minutes	R/A	I	C	I
Complete assigned action items	I	C	-	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Meeting minutes template
- Meeting agenda
- Action item tracker
- Document management system for filing minutes
- Attendance sign-in sheet or video call participant list

5. Procedure

Step	Task	Owner	Done
5.1	**Prepare the agenda and template** Before the meeting, the minute-taker prepares the agenda with the meeting chair, listing topics, presenters and time allotted, and sets up the minutes template with the date and attendee list.	Minute-taker	☐
5.2	**Record attendance** At the start of the meeting, the minute-taker records who is present, who is absent, and whether quorum is met for meetings where that matters.	Minute-taker	☐
5.3	**Capture key discussion points** During the meeting, the minute-taker records the main points of discussion for each agenda item in enough detail to explain the context for later decisions, without transcribing word for word.	Minute-taker	☐
5.4	**Record decisions made** The minute-taker records each decision reached, including any vote count where applicable, clearly enough that someone who was not present understands what was decided. **Checkpoint:** Every decision on the agenda has a clearly recorded outcome, not just a summary of discussion.	Minute-taker	☐
5.5	**Capture action items and owners** For every action item agreed during the meeting, the minute-taker records the task, the named owner, and the target date, confirming the owner's name with the meeting chair before moving on. **Checkpoint:** Every action item has exactly one named owner and a target date before the meeting ends.	Minute-taker	☐
5.6	**Confirm understanding before closing** Near the end of the meeting, the meeting chair reads back key decisions and action items so attendees can correct any misunderstanding before the meeting closes.	Meeting Chair	☐
5.7	**Draft the minutes** Within one business day, the minute-taker writes up the draft minutes from their notes, following the standard template and correcting any shorthand into full sentences.	Minute-taker	☐

Step	Task	Owner	Done
5.8	**Circulate the draft for review** The minute-taker sends the draft minutes to attendees for a factual accuracy check, asking for corrections within a short, clearly stated deadline.	Minute-taker	☐
5.9	**Resolve corrections and finalize** The minute-taker incorporates any factual corrections received, checking disputed points with the meeting chair, and produces the final version of the minutes.	Minute-taker	☐
5.10	**Approve the final minutes** The meeting chair reviews and approves the final minutes, confirming they accurately reflect the decisions and action items from the meeting.	Meeting Chair	☐
5.11	**Distribute and file the minutes** The minute-taker distributes the approved minutes to attendees and any other required recipients, and files a copy in the document management system in the correct meeting folder.	Minute-taker	☐
5.12	**Track action items to completion** The minute-taker updates the action item tracker with items from the meeting and follows up with owners approaching their target date, reporting open items at the next meeting.	Minute-taker	☐

6. Quality checks

- Every decision and action item is captured with a clear outcome and a named owner.
- Draft minutes are circulated within one business day of the meeting.
- Final minutes are approved by the meeting chair before distribution.
- Open action items are reported and followed up at the next meeting.

7. Records

- Approved meeting minutes
- Meeting agenda and attendance list
- Action item tracker
- Draft minutes and any correction emails

8. KPIs

- Average time from meeting to distributed final minutes
- Percentage of action items completed by their target date
- Number of meetings with minutes filed within policy

9. Common mistakes

- Recording discussion in too much detail while missing the actual decision.
- Leaving an action item without a single named owner.
- Letting draft minutes sit for days before circulation.
- Never following up on open action items after the meeting.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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