

SOP | Task Ownership and Accountability

Purpose

This SOP adheres to the principles of directly responsible individuals (DRI) and single point of accountability (SPA), and aims to:

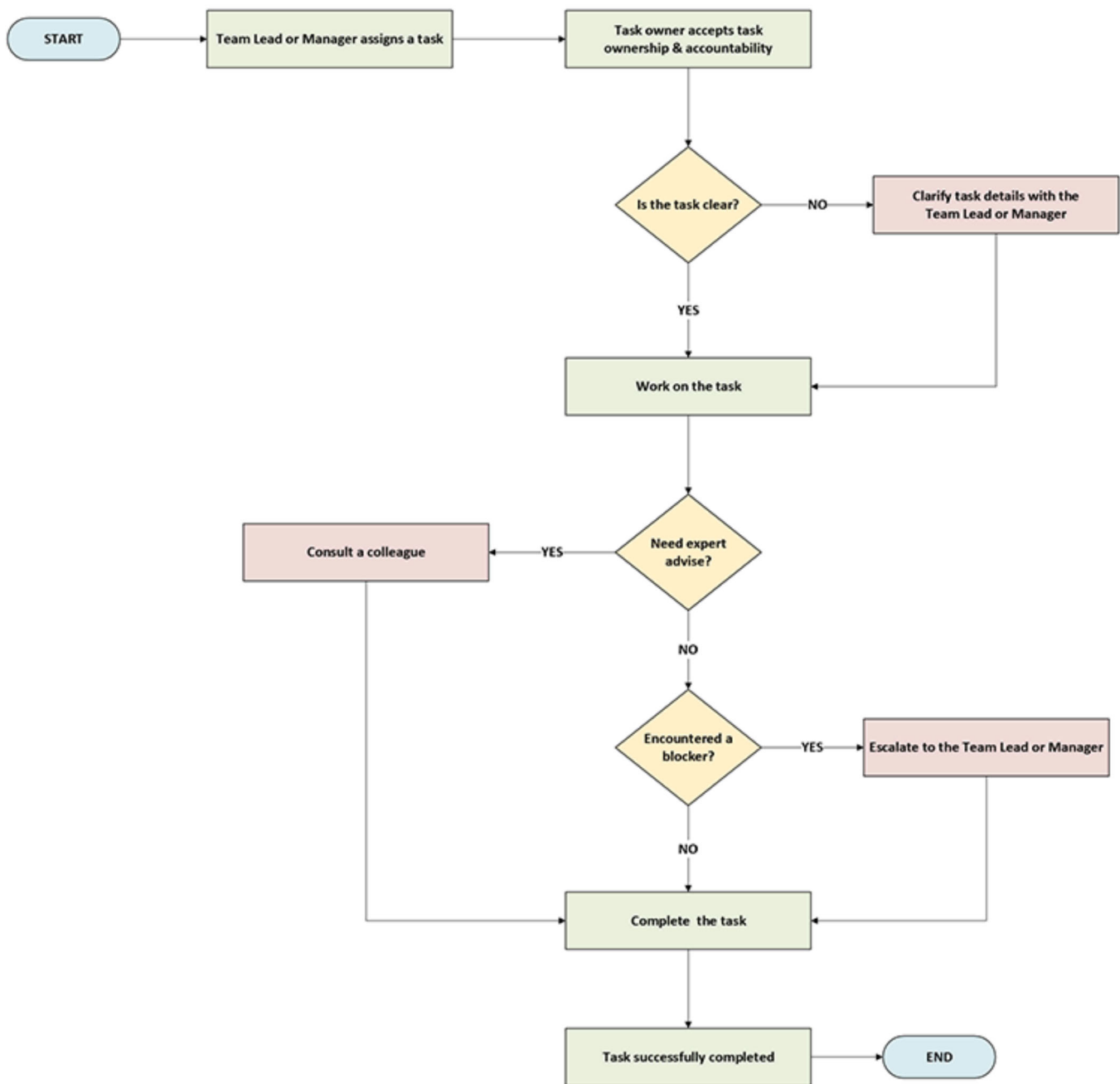
- Ensure that task owners or assignees take full ownership and accountability for their assigned tasks; and
- Ensure efficient task execution and completion, preventing delays and unnecessary looping of others in decision-making or escalations.

Scope

This SOP applies to all Netfone staff or subcontractors engaged in delivering tasks or projects for Netfone.

Flowchart





Procedures

1) Task Assignment

- The team lead or manager assigns a task to an individual.
- The task assignment should be documented or record in Netfone's Ecosystem platform.

2) Ownership & Accountability

- The task owner accepts ownership and accountability for the assigned task.



- The task owner must make the necessary decisions to complete the task without seeking for approvals unless specifically required by policy (e.g. required sign-offs).

3) Consultation

- The task owner can consult with or seek advice from colleagues with specific expertise.
- Consultation should not pass responsibility or cause delay in execution.
- Others' input should be seen as advisory, not as approval or clearance.

4) Escalation

- If the task owner meets a blocker that is outside their capability or control, they should escalate quickly to their manager.
- Escalation is a last resort, not an alternative to decision-making.

5) Completion & Accountability

- The task owner is solely responsible for carrying the task to completion.
- Upon completing the task, the task owner reports back to the team lead or manager who assigned the task.

