

## **DEPARTMENTAL STANDARD OPERATING PROCEDURE**

**Miami-Dade County Aviation Department**

**DSOP No. 00-02**

**Effective: July 1, 2000**

### **SUBJECT: WRITTEN PROCEDURES FOR MDAD UNITS**

**PURPOSE AND SCOPE:** To establish uniform policy and procedures for the development, establishment, modification and maintenance of written procedures issued by offices other than the Director's Office at the Miami-Dade Aviation Department (MDAD).

#### **I. AUTHORITY:**

- A. [Operational Directive No. 99-2, Operational Directives](#)
- B. [Operational Directive No. 99-3, Aviation Department Written Directive System](#)
- C. [D.S.O.P. No.00-01, Departmental Standard Operating Procedures](#)

#### **II. DEFINITIONS:**

- A. *Standard Operating Procedure (SOP)* - A written communication relaying policy, orders, procedures or instructions to employees. SOPs are issued to mandate, prohibit, direct or guide the actions of MDAD personnel assigned to a specific sub-element of the Department (division, section, unit, office, etc.), or who are performing some specific function (traffic enforcement, gate assignment, terminal security checks, property management, etc.).
- B. *Issuing Authority* - The MDAD employee authorized to develop, issue and sign written procedures under this DSOP. To be authorized, the individual must be a division manager or higher. He or she must also be officially supervising the sub-element or MDAD function to be regulated.

#### **III. POLICY:**

- A. Written procedures are intended to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties, while promoting consistent and effectively coordinated departmental activities.
- B. Uniformity, as prescribed herein, is required in the preparation, issuance, dissemination, and maintenance of written procedures.

- C. Under the authority of MDAD Operational Directive No. 99-03, MDAD Written Directive System, SOPs are enforceable as official written orders.
- D. All employees in the unit or performing the function being regulated by the SOP are required to comply.

#### **IV. GUIDELINES FOR SOP PREPARATION:**

- A. Format:
  - 1. Type of written directive.
  - 2. Division issuing the SOP, the last two digits of the year of issuance and the sequential number of the SOP prepared the Division that year. Example: Airside Operations Division SOP 99-02.
  - 3. Each SOP will have an appropriate descriptive title.
  - 4. Effective date - SOPs become effective on the date stated in the SOP or, if no effective date is provided, on the date signed by the issuing authority. Unless stated in the SOP, they remain in effect until revoked or modified by the issuing authority or higher legal authority.
  - 5. Purpose and scope of the document stated briefly and clearly.
  - 6. Authority under which the document is issued.
  - 7. Policy statements providing employees with a clear understanding of the constraints and expectations relating to the performance of their duties.
  - 8. Procedures or guidelines.
  - 9. Revocations.
  - 10. Cross-references.
  - 11. Authorized signature.
  - 12. Date.
  - 13. List of annexes, if needed.
- B. A copy of the draft SOP will be forwarded to the Professional Compliance Division (PCD) for staff review. PCD will:
  - 1. Review for conflicts with existing written directives.
  - 2. Recommend appropriate language to eliminate any conflicts.
  - 3. Assist the issuing authority with preparation of the final document.
  - 4. Retain a copy of the final document in a central file.

- C. The issuing authority will make distribution of the new SOP to appropriate personnel and will provide copies to all interested parties.
- D. The issuing authority will be responsible for updating the SOP to keep it current with Department needs and changing operational conditions.

**V. USE OF SOPs AND OTHER WRITTEN PROCEDURES:**

- A. Written procedures, when developed under a consistent process for their preparation and use, provide a sense of fairness, dependability and stability to any organization. Due to their beneficial role in effective professional management, all MDAD supervisors are encouraged to develop and use written directives wherever applicable.

However, not all MDAD activities that benefit from written procedures or written informational notices lend themselves to the SOP format. In addition, daily operational needs can require the immediate promulgation of written procedures that cannot be done effectively under the SOP process. For MDAD to operate efficiently within the confines of an established Written Directive System, provision must be made for these situations. Examples could include, but are not limited to:

1. Aviation Security and Safety Notices
  2. Orders for special events
  3. Information Bulletins
  4. Maintenance Advisories
  5. Changes in security access, facility use or business practices
- B. The appropriate issuing authority can prepare and issue this type of written procedure as the operational need dictates.
  - C. The issuing authority will determine the format for this type of written procedure as the format best suited to the purpose of the written communication. This could include memorandum format, bulletin, poster, flyer, etc.
  - D. A copy of the written procedure will also be forwarded to the PCD for staff review. PCD will proceed as IV. B. above.
  - E. These written procedures become effective when signed by the issuing authority.
  - F. Unless expressly stated in the document, this type of written procedure automatically expires one year from the date of issue.

**REVOCATION:** None

**CROSS-REFERENCES:** Department Standard Operating Procedure No.00-01

*(Original signed)*

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Gary J. Dellapa, Aviation Director

Date: July 1, 2000