SOP: Change Management and Issue Resolution Procedures

This SOP defines the **change management and issue resolution procedures** to ensure systematic handling of changes within projects or operations. It includes steps for identifying, evaluating, approving, and implementing changes, alongside methods for tracking issues, assigning responsibilities, resolving conflicts, and documenting outcomes. The goal is to minimize disruptions, maintain project integrity, and improve overall organizational efficiency by fostering clear communication and accountability throughout the change lifecycle.

1. Purpose

To establish standardized procedures for managing changes and resolving issues within projects or operations, ensuring minimal disruption and maximum clarity.

2. Scope

This SOP applies to all team members, stakeholders, and departments involved in project execution or operational management where changes or issues may arise.

3. Definitions

Term	Definition
Change	Any modification, addition, or removal that could impact project scope, objectives, schedule, or resources.
Issue	Any unplanned event or obstacle that could affect the successful completion of project activities.
Change Control Board (CCB)	Designated group responsible for reviewing and approving change requests.

4. Responsibilities

- **Project Manager:** Oversees change and issue management processes.
- **Change Control Board (CCB):** Reviews, approves, or rejects change requests.
- **Team Members:** Identify and report changes/issues, assist in resolution as required.
- **Stakeholders:** Provide input and feedback during evaluation and resolution.

5. Change Management Procedure

1. **Identification:** Any team member identifies a need or proposal for change and records it using the Change Request Form.
2. **Documentation:** Document the change request, including description, rationale, expected impact, and proposed timeline.
3. **Evaluation:** The Project Manager reviews change requests for completeness and potential impact.
4. **Approval:** Submit the change request to the CCB for review and approval/rejection.
5. **Implementation Planning:** For approved changes, develop a detailed implementation plan, including assigned responsibilities and schedule.
6. **Communication:** Notify all stakeholders of the planned change, reason, and implementation plan.
7. **Execution:** Implement the change per plan. Monitor activities to ensure compliance and address emerging issues.
8. **Verification:** Confirm the change was correctly implemented and document outcomes.
9. **Closure:** Update project documentation and formally close the change request.

6. Issue Resolution Procedure

1. **Identification:** Record the issue immediately upon discovery in the Issue Log.

2. **Assessment:** Evaluate severity, impact, and urgency of the issue.
3. **Assignment:** Assign responsibility for resolution to an appropriate team member or group.
4. **Action Planning:** Develop resolution steps and timeline.
5. **Stakeholder Communication:** Inform affected stakeholders and keep them updated on progress.
6. **Resolution:** Implement corrective actions and monitor effectiveness.
7. **Documentation:** Record actions taken, outcomes achieved, and lessons learned.
8. **Closure:** Mark the issue resolved in the Issue Log and communicate closure to stakeholders.

7. Documentation and Reporting

- Maintain up-to-date Change Logs and Issue Logs accessible to relevant personnel.
- Retain all change request forms, approval decisions, and supporting documentation for audit and review purposes.
- Provide regular updates in project status meetings and reports.

8. Review and Continuous Improvement

- Periodic review of the change and issue management process to identify areas of improvement.
- Incorporate feedback and lessons learned into subsequent revisions of this SOP.

9. References

- Project Management Framework
- Risk Management SOP
- Issue and Change Logs Templates

10. Appendices

- Appendix A: Change Request Form Template
- Appendix B: Issue Log Template