

SOP: Continuous Improvement and Stakeholder Review Meetings

This SOP details the process for conducting **continuous improvement and stakeholder review meetings**, emphasizing regular evaluation of project progress, identification of improvement opportunities, stakeholder engagement, feedback collection, and implementation of agreed actions. The goal is to foster collaboration, enhance operational efficiency, and ensure alignment with organizational objectives through transparent communication and ongoing assessment.

1. Purpose

To establish a standardized process for conducting continuous improvement and stakeholder review meetings that support ongoing project evaluation, stakeholder engagement, and implementation of improvement actions.

2. Scope

This SOP applies to all project teams, stakeholders, and relevant management involved in project delivery.

3. Responsibilities

Role	Responsibility
Project Manager	Facilitates meetings, prepares agendas, ensures actions are tracked and implemented.
Stakeholders	Participate in meetings, provide feedback, and collaborate on improvement initiatives.
Team Members	Report progress, share insights, and help implement agreed action items.
Note-Taker	Documents meeting minutes, action items, and tracks follow-ups.

4. Procedure

- Scheduling Meetings**
 - Meetings are scheduled regularly (e.g., monthly or quarterly) or as required by project phase.
 - Meeting invites sent to all relevant stakeholders at least one week in advance.
- Agenda Preparation**
 - Prepare and circulate an agenda prior to the meeting, covering:
 - Overview of current project status
 - Review of action items from previous meeting
 - Identification of issues, risks, and improvement opportunities
 - Stakeholder feedback and concerns
 - Agreement on new actions and responsibilities
- Conducting the Meeting**
 - Project Manager facilitates discussion following the agenda.
 - Allow equal opportunity for all stakeholders to share input.
 - Encourage open, respectful dialogue focused on improvement.
- Documenting Outcomes**
 - Note-taker records key discussion points, decisions, assigned actions, and due dates.
 - Distribute the meeting minutes to all attendees within 48 hours.

5. Action Implementation and Follow-Up

- Project Manager tracks progress on action items and ensures accountability.
- Review status of previous actions at the next meeting.
- Escalate unresolved issues as needed following escalation procedures.

5. Documentation

- Meeting agenda
- Attendance list
- Meeting minutes and action log
- Feedback forms (if applicable)

6. Review and Continuous Improvement

- Periodically review this SOP for effectiveness and update as required.
- Solicit feedback from participants to improve meeting processes.

7. References

- Project Management Guidelines
- Organizational Communication Policy