

# SOP: Continuous Monitoring, Feedback Collection, and Program Review Processes

This SOP details the **continuous monitoring, feedback collection, and program review processes** designed to ensure ongoing program effectiveness and improvement. It covers systematic data gathering, participant and stakeholder feedback mechanisms, regular performance assessments, and structured review meetings. The goal is to facilitate informed decision-making, timely adjustments, and sustained program quality through an iterative process of evaluation and refinement.

## 1. Purpose

To establish a standardized process for the ongoing monitoring, feedback collection, and structured review of programs to promote continual improvement and alignment with objectives.

## 2. Scope

This SOP applies to all programs, program managers, team members, and associated stakeholders involved in the program lifecycle.

## 3. Responsibilities

Role	Responsibility
Program Manager	Oversee monitoring, feedback, and review processes. Ensure actions are implemented.
Monitoring Officer	Collect and analyze quantitative and qualitative data.
Stakeholders	Provide timely and honest feedback.
Review Committee	Participate in review meetings and provide recommendations.

## 4. Procedure

### 1. Continuous Monitoring

- Define key performance indicators (KPIs) and success metrics.
- Schedule regular data collection intervals (e.g., weekly, monthly).
- Utilize monitoring tools and dashboards to track performance.
- Document observations and deviations from expected outcomes.

### 2. Feedback Collection

- Develop and distribute feedback forms or digital surveys to participants and stakeholders.
- Encourage targeted interviews or focus groups as needed.
- Maintain confidentiality and impartiality in feedback processes.
- Aggregate and analyze feedback for patterns and actionable insights.

### 3. Program Review Process

- Schedule periodic review meetings (e.g., quarterly, bi-annually).
- Prepare review packets, including monitoring data and feedback summaries.
- Facilitate structured discussions to assess program strengths, weaknesses, and opportunities for improvement.
- Document meeting minutes, recommendations, and assigned action items.

### 4. Implementation and Follow-up

- Assign responsibilities and timelines for action items.
- Monitor progress on follow-up activities.
- Incorporate changes into program operations as necessary.

#### **5. Iteration and Refinement**

- Repeat monitoring, feedback, and review cycles as part of continuous improvement.
- Update SOPs and program documentation based on lessons learned.

## **5. Documentation**

- Monitoring logs and dashboards
- Feedback forms and survey results
- Review meeting agendas and minutes
- Action item tracking sheets
- Revised SOPs and process documentation as needed

## **6. Review and Revision**

This SOP shall be reviewed annually or as needed following significant program changes. Updates will be disseminated to all relevant parties.

## **7. References**

- Organizational Policy on Program Evaluation
- Data Protection and Confidentiality Guidelines
- Stakeholder Engagement Framework