

# SOP Template: Development and Documentation of Action Plan or Resolution

This SOP details the **development and documentation of action plans or resolutions**, encompassing the identification of issues, formulation of strategic objectives, assignment of responsibilities, timeline establishment, resource allocation, implementation steps, and monitoring and evaluation processes. The purpose is to ensure clear, structured, and accountable action plans that facilitate effective problem resolution and continuous improvement within the organization.

## 1. Purpose

To provide a standardized process for developing, documenting, implementing, and monitoring action plans or resolutions that address specific organizational issues and drive continuous improvement.

## 2. Scope

This SOP applies to all organizational departments and teams involved in issues identification, action planning, and resolution implementation.

## 3. Responsibilities

- **Process Owners:** Ensure adherence to this SOP.
- **Responsible Teams/Individuals:** Develop, implement, and report on action plans.
- **Supervisors/Managers:** Oversee progress, offer guidance, and validate outcomes.

## 4. Procedure

### 1. Issue Identification

- Clearly define and document the issue or problem.
- Collect data and analyze the root cause(s).

### 2. Formulation of Objectives

- Set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) objectives addressing the issue.

### 3. Action Plan Development

- List required actions and expected outcomes for each objective.
- Assign responsible personnel or teams for each action.
- Establish start and end dates (timeline) for each action item.

### 4. Resource Allocation

- Identify and allocate required resources (budget, tools, personnel, training, etc.).

### 5. Implementation

- Execute action steps as per the documented plan.
- Communicate status with stakeholders at planned intervals.

### 6. Monitoring and Evaluation

- Track progress against objectives and timelines.
- Document completed actions and any deviations from the plan.
- Evaluate effectiveness; document lessons learned and improvement opportunities.

7. Documentation and Reporting

- Maintain all action plan documents, records of decisions, and progress reports in the designated repository.
- Prepare and submit final resolution/closure report upon completion.

5. Documentation Template

Section	Description
Issue/Problem	Describe the issue or problem being addressed.
Objectives	List specific, measurable objectives to achieve.
Action Steps	Detail each action, responsible party, start and end date, required resources, and expected outcome.
Resources	List all resources needed and assigned.
Timeline	Provide a schedule for completion of each action step.
Monitoring & Evaluation	Describe methods for tracking progress and evaluating outcomes.
Progress Reporting	Record interim updates, challenges, and course corrections.
Resolution/Closure	Summarize final outcomes, effectiveness, and lessons learned.

6. References

- Organizational Policies and Procedures
- Continuous Improvement Framework
- Project Management Guidelines

7. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial release	[Your Name]