

SOP: Post-Activity Review and Feedback Collection

Purpose

This SOP details the process for **post-activity review and feedback collection**, covering the systematic evaluation of completed tasks or events, gathering participant and stakeholder feedback, analyzing outcomes against objectives, identifying areas for improvement, and documenting lessons learned. The goal is to enhance future activities by incorporating constructive feedback and ensuring continuous quality improvement.

Scope

This SOP applies to all completed activities, projects, events, or tasks within the organization that require follow-up evaluation and feedback collection as part of continuous improvement practices.

Responsibilities

- **Activity Lead:** Oversees the review process, coordinates feedback collection, summarizes findings, and communicates results.
- **Team Members/Participants:** Provide honest feedback, participate in reviews, and contribute to improvement discussions.
- **Stakeholders:** Offer input on outcomes, satisfaction, and suggestions for improvement.

Definitions

Term	Definition
Activity	Any event, task, or project completed by the organization.
Feedback	Information, comments, or opinions from participants and stakeholders regarding the activity's effectiveness and outcomes.
Post-Activity Review	Systematic assessment conducted after an activity to measure results and gather insights.

Procedure

1. **Schedule the Review**
 - Within one week after activity completion, set a date for the review meeting.
2. **Collect Feedback**
 - Distribute feedback forms or digital surveys to all participants and stakeholders.
 - Encourage open and constructive feedback.
3. **Analyze Outcomes**
 - Compare activity results against predefined objectives and success criteria.
 - Identify achievements and areas not meeting expectations.
4. **Conduct Review Meeting**
 - Present results and feedback summary to participants and stakeholders.
 - Facilitate discussion to explore root causes, successes, and opportunities for improvement.
5. **Identify Lessons Learned**
 - Document challenges encountered, solutions implemented, and key takeaways for future reference.
6. **Create and Distribute the Review Report**
 - Summarize analysis, key feedback, outcomes, and recommended improvements in a formal report.
 - Share report with all relevant parties.
7. **Follow-Up Actions**
 - Track implementation of agreed improvement actions.
 - Update process documentation if necessary.

Documentation

- Feedback forms/surveys
- Meeting minutes

- Post-activity review report
- Action tracking log

References

- Continuous Improvement Policy
- Project Management Guidelines
- Feedback Collection Procedure