

# SOP Template: Post-travel Feedback and Reporting

This SOP details the process for **post-travel feedback and reporting**, including the collection of traveler experiences, evaluation of travel outcomes, documentation of any issues encountered, and submission of comprehensive travel reports. The goal is to improve future travel planning, ensure accountability, and enhance overall travel program effectiveness through systematic feedback and accurate reporting.

## 1. Purpose

To outline standardized procedures for collecting and reporting post-travel feedback to help inform program improvements and ensure travel objectives are met.

## 2. Scope

This SOP applies to all employees or travelers participating in company-sponsored travel programs.

## 3. Responsibilities

Role	Responsibility
Traveler	Complete feedback forms and detailed travel report, submit supporting documents, and highlight any incidents or issues encountered.
Travel Coordinator	Distribute feedback forms, collect submissions, review and compile feedback for management, and ensure all documents are archived.
Manager/Supervisor	Review submitted reports, approve or request clarifications, and address escalated issues as necessary.

## 4. Procedure

### 1. Feedback Form Distribution

- Within 2 business days after travel completion, the travel coordinator emails the standardized feedback form to the traveler.

### 2. Feedback Submission

- The traveler completes the feedback form and attaches any relevant documents (receipts, photos, incident reports) within 5 business days.
- Submit all materials to the travel coordinator via email or the designated travel management system.

### 3. Report Compilation

- The travel coordinator reviews submissions for completeness and accuracy.
- Compile individual reports into a monthly summary for review by management, noting trends and issues.

### 4. Management Review

- Managers review reports, address urgent or serious issues, and approve for records.
- Recommendations for improvements are noted and communicated to relevant stakeholders.

### 5. Archiving and Continuous Improvement

- All reports and feedback are stored securely for future reference and auditing.
- Continuous review of feedback to update procedures and implement best practices.

## 5. Documentation

- Post-travel Feedback Form

- Incident Report (if applicable)
- Travel Report Template
- Monthly Feedback Summary Report

## 6. Review and Update

This SOP should be reviewed annually or upon significant changes to travel processes or program requirements.

## 7. Appendix: Sample Feedback Form Template

Section	Sample Questions
General Information	Name, Travel Dates, Destination, Purpose of Travel
Travel Experience	How would you rate your overall travel experience? What worked well? What could be improved?
Accommodation & Transport	Were accommodations satisfactory? Was transportation timely and efficient?
Issues Encountered	Any problems or incidents? How were they resolved?
Recommendations	Suggestions for future improvement.