

SOP Template: Close-out and Feedback Collection Process

This SOP details the **close-out and feedback collection process**, outlining steps for project completion, documentation finalization, stakeholder feedback gathering, performance evaluation, and lessons learned documentation. The procedure ensures thorough project closure, enhances future project planning, and promotes continuous improvement through structured feedback integration.

1. Purpose

To establish a standardized process for completing project close-out, collecting structured feedback, and documenting lessons learned to enhance organizational performance in future projects.

2. Scope

This SOP applies to all staff involved in project management and stakeholders participating in project close-out and feedback activities.

3. Responsibilities

Role	Responsibility
Project Manager	Oversee close-out activities, ensure follow-through, and finalize documentation.
Project Team	Contribute to documentation, provide feedback, and participate in evaluation.
Stakeholders	Offer feedback on project outcomes and recommendations.
PMO (if applicable)	Facilitate lessons learned sessions and archive records.

4. Procedure

- Finalize Deliverables and Documentation**
 - Confirm all project deliverables are completed and accepted.
 - Complete and organize all project documentation for archiving.
- Obtain Acceptance from Stakeholders**
 - Secure formal sign-off on project deliverables from key stakeholders and sponsors.
- Release Project Resources**
 - Release or reassign project team members, equipment, and budgets.
- Gather Feedback**
 - Distribute structured feedback forms or surveys to project team and stakeholders.
 - Conduct interviews or feedback sessions as needed.
- Evaluate Project Performance**
 - Analyze project outcomes against objectives, budget, and timeline.
 - Document key metrics and performance indicators.
- Conduct Lessons Learned Session**
 - Facilitate a meeting to identify successes, challenges, and improvement areas.
 - Document and communicate lessons learned.
- Archive Close-out Files and Feedback**
 - Store all documentation, feedback, and lessons learned for future reference.

5. Documentation & Records

- Project completion checklist
- Formal acceptance/sign-off documentation
- Feedback forms and survey results
- Performance evaluation report
- Lessons learned register
- Archived final project files

6. Review & Continuous Improvement

- This SOP should be reviewed annually or after major projects to integrate new best practices and feedback.

7. References

- Organizational Project Management Policies
- Feedback Collection Guidelines

SOP Last Updated: [Insert Date]