Standard Operating Procedure (SOP)

Continuous Improvement and Retraining Program

Purpose:

This SOP describes the **continuous improvement and retraining program**, focusing on regularly updating employee skills, assessing training effectiveness, implementing feedback mechanisms, and fostering a culture of ongoing professional development. The program aims to enhance workforce competence, adapt to evolving industry standards, and ensure high performance and safety by systematically reviewing processes and delivering targeted retraining sessions.

Scope:

This SOP applies to all employees, managers, and trainers involved in company operations, with focus on team members engaged in critical, regulated, or rapidly changing functions.

Responsibilities:

- **HR Department:** Oversees program implementation, records management, and compliance.
- **Department Managers:** Identify training needs, nominate employees, and ensure participation.
- **Trainers:** Design and deliver training content, collect feedback, and assess participant progress.
- **Employees:** Attend scheduled retraining, provide feedback, and apply updated knowledge in practice.

Procedure:

1. **Needs Assessment**
   - Conduct competency and skills gap assessments annually or after identified incidents/process updates.
   - Review industry standards, regulations, and feedback to update training requirements.
2. **Training Plan Development**
   - Define learning objectives for each role or department.
   - Prepare or update training materials based on latest standards and identified needs.
   - Schedule training and retraining sessions according to priority and employee availability.
3. **Training Delivery**
   - Conduct sessions using various methods: classroom, e-learning, hands-on, or blended formats.
   - Ensure attendance is documented and training records are updated.
4. **Assessment and Evaluation**
   - Administer pre- and post-training assessments to measure competency improvements.
   - Collect participant and manager feedback immediately after sessions and at defined follow-up intervals.
5. **Continuous Feedback and Improvement**
   - Review feedback and assessment data in monthly training meetings.
   - Update content, methods, or schedules as needed to address gaps or enhance effectiveness.
6. **Documentation**
   - Maintain records of needs assessments, training materials, session attendance, assessments, and feedback.
   - Report on program outcomes to management quarterly.

Review and Revision:

This SOP shall be reviewed annually or following significant operational changes. Revisions will be documented and communicated to stakeholders.

References:

- Company Staff Training Policy
- Industry Regulatory Guidelines
- Employee Feedback Forms

Revision History:

Version	Date	Description	Approved by
1.0	[Insert Date]	Initial issue	[Name/Position]