

# SOP Template: Feedback Collection Scheduling and Frequency Guidelines

This SOP details the **feedback collection scheduling and frequency guidelines** to ensure systematic and timely gathering of feedback from relevant stakeholders. It covers the recommended intervals for feedback collection, methods for scheduling, and best practices to maintain consistency and relevance. The aim is to optimize the feedback process to support continuous improvement and informed decision-making within the organization.

## 1. Purpose

To standardize the scheduling and frequency of feedback collection activities, ensuring feedback is gathered efficiently to inform continual improvement.

## 2. Scope

This SOP applies to all teams and individuals responsible for organizing, collecting, and analyzing feedback from internal and external stakeholders.

## 3. Guidelines for Feedback Collection Scheduling

- Establish a feedback calendar and share it with relevant stakeholders.
- Coordinate feedback collection to avoid overlaps and survey fatigue.
- Schedule feedback around significant project milestones, product releases, or post-event reviews as applicable.
- Utilize calendar reminders and automated scheduling tools to manage feedback invitations and follow-ups.

## 4. Recommended Feedback Collection Frequencies

Feedback Type	Recommended Frequency	Stakeholders Involved
Employee Engagement Survey	Annually	All Employees
Project/Team Retrospective	After Each Project Sprint or Completion	Project Team Members
Customer Satisfaction Survey	Quarterly or Post-Transaction	Customers/Clients
Leadership Feedback	Bi-Annually	Direct Reports/Peers
Training & Development Feedback	Post-Training Session	Training Participants

## 5. Scheduling Methods

1. Identify the relevant stakeholders for each feedback activity.
2. Determine the optimal interval and timing based on stakeholder availability and organizational priorities.
3. Use scheduling tools (e.g., shared calendars, automated survey platforms) to set invitations and reminders.
4. Document all scheduled feedback collection events in a centralized tracking system.
5. Regularly review and adjust the feedback calendar for alignment with business needs.

## 6. Best Practices

- Communicate the purpose and timing of feedback requests clearly to stakeholders.
- Keep feedback instruments concise and relevant to maximize response rates.
- Analyze feedback promptly and share summarized results with stakeholders.
- Use feedback data to inform changes and measure improvement over time.
- Review feedback collection procedures annually for potential enhancements.

## 7. Responsibilities

- **Team Leads/Managers:** Coordinate scheduling and communication of feedback activities.
- **HR/PMO:** Manage organizational feedback calendars and ensure SOP compliance.
- **All Employees:** Participate in feedback sessions as scheduled.

## 8. Document Control

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