

SOP Template: Post-Meeting Communication and Follow-Up Protocols

This SOP defines **post-meeting communication and follow-up protocols**, including timely distribution of meeting minutes, assigning action items, setting deadlines, monitoring progress, and ensuring accountability. The purpose is to enhance meeting effectiveness, maintain clear communication among participants, and ensure successful implementation of decisions and tasks discussed during meetings.

1. Purpose

To outline standardized procedures for communicating meeting outcomes, following up on assigned tasks, and ensuring accountability after meetings.

2. Scope

This SOP applies to all team members involved in any formal or informal meetings within the organization.

3. Definitions

- **Meeting Minutes:** A written summary of key points, decisions, and action items discussed during a meeting.
- **Action Items:** Tasks or responsibilities assigned to individuals or groups during a meeting, with defined deadlines.
- **Meeting Organizer:** The person responsible for scheduling, facilitating, and documenting the meeting.

4. Responsibilities

Role	Responsibilities
Meeting Organizer	Prepare and distribute minutes, assign action items, monitor progress.
Participants	Review minutes, acknowledge receipt, and complete assigned action items.
Supervisors/Managers	Oversee follow-up, ensure accountability, and assist in removing barriers.

5. Procedure

1. Preparation of Meeting Minutes

The meeting organizer documents all key points, decisions, and action items immediately after the meeting.

2. Review and Accuracy

Minutes shall be reviewed for accuracy by the organizer (and chair, if applicable) before distribution.

3. Distribution of Minutes

Minutes must be distributed to all participants and relevant stakeholders within 24 hours after the meeting via agreed communication channels (e.g., email, project management tool).

4. Assignment of Action Items

Each action item will include:

- Clear description of the task
- Assigned person(s) responsible
- Specific deadline for completion

5. Participant Acknowledgment

Recipients must acknowledge receipt of meeting minutes and confirm their assigned responsibilities within 1 business day.

6. Progress Monitoring

The organizer or project manager monitors progress of action items through regular check-ins or updates, as appropriate (weekly or as agreed).

7. Escalation

Unresolved or delayed action items must be escalated to the relevant supervisor or manager for intervention.

8. Closure

Once all action items are completed, the organizer circulates a final summary to confirm closure of tasks.

6. Documentation

- All meeting minutes and related communications should be stored in an accessible, centralized repository.
- Records must be maintained for at least one year or as per organizational policy.

7. Review and Improvement

- This SOP should be reviewed annually and updated as necessary to address process gaps or improvements.