

SOP Template: Continuous Feedback and Corrective Action Cycle

This SOP details the **continuous feedback and corrective action cycle**, emphasizing systematic monitoring, evaluation, and feedback collection to identify non-conformities or improvement areas. It includes processes for documenting findings, initiating corrective actions promptly, verifying their effectiveness, and fostering ongoing communication among stakeholders. The goal is to enhance operational efficiency, ensure compliance, and promote a culture of continuous improvement through timely and effective corrective measures.

1. Purpose

To outline a standardized procedure for the continuous feedback and corrective action cycle to support operational excellence, compliance, and sustainable improvements.

2. Scope

This SOP applies to all departments, teams, and staff involved in activities subject to monitoring, evaluation, and improvement within the organization.

3. Responsibilities

Role	Responsibility
Process Owners	Oversee implementation and adherence to the feedback and corrective action cycle.
Team Members	Provide feedback, report non-conformities, and participate in corrective actions.
Quality/Compliance Officers	Monitor process, document findings, and validate the effectiveness of corrective actions.
Management	Ensure resources are available and foster a culture of continuous improvement.

4. Procedure

- Monitoring & Evaluation**
 - Continuously monitor processes, outputs, and outcomes against defined standards.
 - Conduct regular audits, reviews, or performance assessments.
- Feedback Collection**
 - Solicit feedback from stakeholders, including staff, customers, and partners.
 - Encourage open communication channels for reporting issues or suggestions.
- Identification & Documentation of Non-Conformities**
 - Document observed non-conformities or improvement opportunities using standardized forms or systems.
 - Assign responsibility for further investigation.
- Root Cause Analysis**
 - Analyze data and feedback to determine underlying causes of issues.
 - Use appropriate tools, such as the 5 Whys or Fishbone diagram.
- Initiation of Corrective Actions**
 - Define and document corrective measures to address root causes.
 - Set clear timelines, responsibilities, and required resources.
- Implementation of Corrective Actions**
 - Execute corrective actions as planned.
 - Communicate progress to relevant stakeholders.
- Verification of Effectiveness**
 - Re-assess processes or outcomes to ensure corrective actions achieved desired results.
 - Document evidence of effectiveness and determine if further action is needed.
- Ongoing Communication**
 - Provide regular updates and feedback to all stakeholders.
 - Promote a culture of transparency and continuous improvement.
- Record Keeping**
 - Maintain records of findings, actions taken, and verification results for audit and review purposes.

5. Documentation

- Feedback forms and logs
- Non-conformity and corrective action reports
- Audit and review records
- Verification and validation checklists
- Communication records

6. References

- ISO 9001:2015 Quality Management Systems
- Internal audit and compliance manuals
- Organizational continuous improvement policies

7. Review and Revision

This SOP shall be reviewed annually or as required to reflect changes in procedures, regulations, or organizational needs.