

SOP: Post-resolution Follow-up and Closure Confirmation

This SOP details the process for **post-resolution follow-up and closure confirmation**, ensuring that all issues are thoroughly reviewed after resolution, satisfaction is confirmed with stakeholders, necessary documentation is completed, and formal closure is communicated to all relevant parties. This procedure guarantees effective problem resolution, continuous improvement, and accountability within the organization.

1. Purpose

To define the standardized process for conducting post-resolution follow-up and confirming closure of issues, thereby promoting thoroughness, satisfaction, and accountability.

2. Scope

This SOP applies to all staff involved in issue, incident, or request resolution across departments within the organization.

3. Responsibilities

- **Issue Owner/Resolver:** Conducts follow-up, completes documentation, and initiates the closure process.
- **Stakeholders:** Confirm satisfaction and provide feedback on the resolution.
- **Manager/Supervisor:** Reviews closure for completeness and approves formal closure when necessary.

4. Definitions

Term	Definition
Stakeholder	Any individual or group impacted by the issue or its resolution.
Issue Owner/Resolver	Person(s) responsible for handling and resolving the issue.
Closure	Formal confirmation that no further action is required for the issue.

5. Procedure

1. **Resolution Confirmation**
 - Ensure all corrective actions have been implemented and documented.
 - Verify that the issue is no longer occurring.
2. **Stakeholder Follow-up**
 - Contact affected stakeholders to confirm satisfaction with the resolution.
 - Document any additional feedback or concerns.
3. **Documentation**
 - Update all relevant records and incident logs with final resolution details.
 - Attach supporting documentation and stakeholder feedback.
4. **Review and Approval**
 - Forward documentation to the appropriate manager/supervisor (if required).
 - Obtain approval for closure confirmation.
5. **Formal Closure Communication**
 - Send closure confirmation to all relevant parties.
 - Archive records according to company policy.
6. **Continuous Improvement**
 - Log lessons learned and suggestions for process improvement.
 - Review trends regularly for recurring issues.

6. Documentation Requirements

- Issue/Incident resolution report
- Stakeholder follow-up records
- Closure approval (if required)
- Lessons learned register

7. References

- Incident Management Policy
- Continuous Improvement Guidelines
- Archiving and Record Retention Policy

8. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial creation	Automation Assistant