

# SOP: Client Feedback Collection and End-of-Job Sign-Out Process

This SOP details the **client feedback collection and end-of-job sign-out process**, covering methods for gathering client feedback, ensuring client satisfaction, documenting feedback accurately, and obtaining formal job completion sign-off. The procedure aims to enhance service quality, address client concerns promptly, and confirm mutual agreement on job completion to maintain strong client relationships and improve future projects.

## 1. Purpose

To establish a uniform process for collecting client feedback, ensuring satisfaction, documenting outcomes, and securing sign-off for completed work.

## 2. Scope

This SOP applies to all client-facing project staff involved in service delivery, project completion, and client communication.

## 3. Responsibilities

- **Project Manager/Team Lead:** Oversees the feedback and sign-off process and ensures completion.
- **Assigned Staff:** Facilitates feedback collection and documentation, and obtains client sign-off.
- **Client:** Provides feedback and signs off on job completion.

## 4. Procedure

- Preparation for Feedback Collection:**
  - Review project scope and deliverables.
  - Prepare feedback forms (digital or paper).
  - Schedule meeting with the client upon job completion.
- Gathering Client Feedback:**
  - Conduct a feedback session via meeting, call, or survey.
  - Ask both structured (rating scales, yes/no) and open-ended questions.
  - Actively listen to and document client comments and suggestions.
- Ensuring Client Satisfaction:**
  - Clarify any client concerns or areas of dissatisfaction.
  - Address any outstanding issues promptly, or schedule follow-up if needed.
- Documentation of Feedback:**
  - Record client responses using the standard feedback form (see template below).
  - Save completed forms in the project documentation repository.
- End-of-Job Sign-Out:**
  - Present the job completion summary to the client for review.
  - Obtain the client's signature and date for formal sign-off (digital or physical signature accepted).
  - Provide the client with a copy of the signed document.
- Review and Continuous Improvement:**
  - Review collected feedback during team meetings.
  - Update processes or service practices based on recurring feedback to enhance future client experiences.

## 5. Documentation

Document Name	Responsibility	Storage Location	Retention
Client Feedback Form	Assigned Staff	Project Documentation Folder	Minimum 2 years
Job Completion Sign-Off Form	Project Manager/Team Lead	Client File Repository	Minimum 2 years

## 6. Feedback Collection Template

Client Feedback Form
----------------------

Client Name/Contact:	
Project Name/ID:	
Date of Feedback:	
Overall Satisfaction (1-5):	
Service Quality Comments:	
Suggestions for Improvement:	
Other Feedback:	

7. End-of-Job Sign-Out Template

Job Completion Sign-Off	
Client Name/Contact:	
Project Name/ID:	
Date of Sign-Off:	
Summary of Completed Work:	
Client Confirmation Signature:	
Authorized Staff Signature:	

8. Revision History

Version	Date	Summary of Changes	Author
1.0	2024-06-10	Initial SOP release	[Your Name]