SOP: Archiving and Reviewing Feedback for Continuous Improvement

Purpose

This SOP details the process of **archiving and reviewing feedback for continuous improvement**, encompassing the systematic collection, secure storage, and organized archiving of feedback data. It emphasizes regular review sessions to analyze feedback for actionable insights, promoting an ongoing cycle of evaluation and enhancement. The procedure aims to support organizational growth by effectively utilizing feedback to refine processes, improve quality, and foster a culture of continuous improvement.

Scope

This procedure applies to all departments and staff responsible for gathering, managing, and acting upon internal and external feedback.

Definitions

- **Feedback:** Any input, comments, or evaluations received from customers, stakeholders, or employees.
- **Archiving:** The systematic process of storing information for long-term retention and easy retrieval.
- **Continuous Improvement:** Ongoing efforts to enhance products, services, or processes.

Roles and Responsibilities

Role	Responsibility
Feedback Coordinator	Collects and organizes feedback from all sources; ensures secure storage and correct labelling.
Department Leads	Review archived feedback periodically; participate in analysis meetings; ensure action items are tracked.
Quality Improvement Team	Facilitates review sessions; compiles actionable insights; monitors effectiveness of implemented changes.

Procedure

1. **Feedback Collection**
   - Gather feedback from surveys, emails, suggestion boxes, meetings, and other relevant channels.
   - Document feedback with date, source, and relevant details.
2. **Secure Storage**
   - Store feedback in a secure digital repository with controlled access (e.g., encrypted cloud storage or a designated feedback management system).
   - Back up data regularly to prevent loss.
3. **Organized Archiving**
   - Label and categorize feedback by type, date, source, and department.
   - Archive feedback monthly or as specified by organizational policy.
4. **Regular Review Sessions**
   - Schedule monthly (or quarterly) feedback review meetings with relevant stakeholders.
   - Analyze feedback for trends, recurring issues, and opportunities for improvement.
5. **Action and Continuous Improvement**
   - Document agreed-upon action items based on feedback analysis.
   - Assign responsibilities and set deadlines for implementation.
   - Monitor progress and review impact in subsequent meetings.
6. **Documentation**
   - Maintain records of feedback, review sessions, action items, and outcomes for auditing and future reference.

Records and Documentation

- Feedback logs/forms
- Archive index (digital or physical)
- Review meeting minutes
- Action tracking sheets
- Continuous improvement reports

Review and Revision

This SOP should be reviewed annually or as needed to incorporate process improvements or address organizational changes.

References

- Company Data Retention Policy
- Continuous Improvement Framework
- Relevant quality management standards (e.g., ISO 9001)