

# SOP: Feedback Delivery, Improvement Plans, and Follow-Up Actions

This SOP details the process of **feedback delivery, improvement plans, and follow-up actions**, outlining effective methods for providing constructive feedback, developing actionable improvement plans, and ensuring consistent follow-up to monitor progress. It aims to enhance communication, promote continuous development, and achieve measurable improvements within the organization.

## 1. Purpose

To establish a standardized process for delivering feedback, formulating improvement plans, and conducting follow-up, thereby encouraging continuous individual and team development.

## 2. Scope

This procedure applies to all employees, managers, and team leads involved in supervision, coaching, or performance management within the organization.

## 3. Responsibilities

Role	Responsibility
Manager/Supervisor	Deliver feedback, collaboratively develop improvement plans, monitor progress, and conduct follow-up meetings.
Employee	Actively participate in feedback sessions, contribute to improvement planning, and implement agreed actions.
HR/People Team	Provide guidance, support documentation, and mediate if required.

## 4. Procedure

### 4.1 Feedback Delivery

1. Schedule a private, uninterrupted meeting with the employee.
2. Prepare specific examples and evidence to support the feedback.
3. Use a constructive feedback approach (e.g., SBI: Situation-Behavior-Impact).
4. Deliver feedback in a balanced manner, recognizing strengths and areas for improvement.
5. Invite employee's perspective and encourage dialogue.

### 4.2 Improvement Plan Development

1. Jointly identify root causes of issues and agree on development areas.
2. Set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound).
3. Document clear action steps, timelines, and expected outcomes.
4. Identify resources or training required for improvement.
5. Both manager and employee sign-off on the improvement plan.

### 4.3 Follow-Up Actions

1. Schedule and conduct regular follow-up meetings (e.g., bi-weekly or monthly).
2. Review progress against the improvement plan and provide ongoing feedback.
3. Document outcomes and any adjustments to action steps.
4. Recognize improvements and provide further coaching as necessary.
5. Escalate persistent issues to HR for further intervention, if required.

## 5. Documentation

- Feedback session records (date, participants, key points)
- Signed improvement plans

- Follow-up meeting notes and progress reports
- HR escalations (if applicable)

## **6. Review & Continuous Improvement**

Assess the effectiveness of this SOP annually and update as necessary based on feedback from managers, employees, and HR.

## **7. References**

- Performance Management Policy
- Employee Handbook
- HR Guidelines