

SOP: Improvement Project Follow-Up, Review, and Sustainment Checks

1. Purpose

This SOP details the processes for **improvement project follow-up, review, and sustainment checks**, ensuring continuous evaluation and validation of project outcomes. It encompasses systematic monitoring of project implementation, assessment of achieved improvements against set objectives, identification of deviations or areas needing correction, and establishing sustainment measures to maintain project benefits. The goal is to guarantee long-term success and effectiveness of improvement initiatives through regular reviews and proactive management.

2. Scope

Applies to all completed improvement projects within the organization requiring post-implementation follow-up, periodic review, and sustainment verification.

3. Responsibilities

Role	Responsibilities
Project Owner	Leads follow-up, ensures completion and documentation of review activities, implements corrective actions.
Process Owner	Supports sustainment checks and confirms ongoing adherence to improved processes.
Improvement Team	Assists in data gathering, reviews outcomes, and supports training/actions as needed.
Management	Oversees compliance, allocates resources, and ensures issues are addressed.

4. Procedure

- Schedule Follow-Up Reviews:**
 - Determine post-implementation review dates (e.g., 30, 60, 90 days after project closure).
 - Communicate schedule to stakeholders.
- Collect and Analyze Data:**
 - Gather metrics/KPIs tied to project objectives.
 - Assess whether outcomes meet expected improvements.
- Conduct Review Meetings:**
 - Discuss results, identify successes and deviations.
 - Document lessons learned and best practices.
- Identify and Implement Corrective Actions:**
 - For any gaps or regression, assign actions to address them.
 - Update action tracker and assign responsible parties.
- Document Sustainment Checks:**
 - Confirm improved process is embedded and standardized.
 - Validate with audits, observations, staff interviews, or data analysis.
- Report and Communicate Findings:**
 - Summarize results and recommendations.
 - Distribute to management and relevant stakeholders.
- Archive Records:**
 - Store all review documentation, data, and action trackers in accessible location.

5. Documentation/Records

- Follow-up review reports
- Sustainment checklists/results
- KPI/metric data logs
- Action/issue trackers
- Meeting minutes

6. References

- Project Management Policy
- Continuous Improvement Guidelines
- Audit and Compliance Standards

7. Revision History

Revision	Date	Description	Author
1.0	2024-06-06	Initial SOP Release	[Your Name]