

# SOP: Development and Approval of Feedback Questionnaire

This SOP details the **development and approval of feedback questionnaires**, outlining the systematic process for designing, reviewing, and finalizing questionnaires to ensure clarity, relevance, and effectiveness. It covers stakeholder consultation, question formulation, pilot testing, revision cycles, and obtaining formal approval before deployment, aiming to collect valuable and accurate feedback for continuous improvement.

## 1. Purpose

To provide a standardized method for creating and approving feedback questionnaires that maintain high quality and fulfill information-gathering objectives.

## 2. Scope

This SOP applies to all members involved in the design, review, and approval of feedback questionnaires within the organization.

## 3. Definitions

- **Feedback Questionnaire:** A structured set of questions intended to collect opinions, experiences, or evaluations from target respondents.
- **Pilot Testing:** Initial distribution of the questionnaire to a small, representative cohort to identify issues before full deployment.

## 4. Roles and Responsibilities

Role	Responsibilities
Questionnaire Developer	Create initial draft, consult stakeholders, incorporate feedback, and prepare final document.
Stakeholders	Provide input on needs and content, and review drafts.
Pilot Group	Test draft questionnaire and provide feedback on clarity and usability.
Approver	Review final version for completeness and grant formal approval.

## 5. Procedure

1. **Initiation**
  - Identify the need for a feedback questionnaire.
  - Define objectives and intended respondents.
2. **Stakeholder Consultation**
  - Meet with relevant stakeholders to gather requirements and expectations.
3. **Questionnaire Drafting**
  - Develop questions ensuring clarity, neutrality, and alignment to objectives.
  - Organize questions logically and concisely.
4. **Internal Review**
  - Circulate draft among stakeholders for comments and suggested revisions.
  - Revise questionnaire based on feedback.
5. **Pilot Testing**
  - Conduct a pilot with a small subset of target respondents.
  - Collect and analyze feedback regarding clarity, length, and comprehensibility.
6. **Revision**
  - Incorporate pilot feedback to refine the questionnaire.
7. **Final Review and Approval**

- Submit revised questionnaire for final review by the designated approver.
- Obtain formal sign-off before deployment.

8. **Documentation**

- Ensure all versions, approvals, and feedback are recorded and archived as per policy.

6. **Related Documents**

- Questionnaire Design Guidelines
- Data Collection and Privacy Policy

7. **Revision History**

Version	Date	Description	Author
1.0	2024-06-18	Initial SOP release	[Your Name]