

SOP Template: Post-Completion Review and User Feedback Collection

This SOP details the **post-completion review and user feedback collection** process, emphasizing the systematic evaluation of project outcomes, gathering user insights, analyzing feedback for improvements, documenting lessons learned, and implementing corrective actions to enhance future project delivery and customer satisfaction. The aim is to ensure continuous improvement and quality assurance through effective feedback mechanisms and thorough project assessments.

1. Purpose

To establish a standardized process for post-completion reviews and the collection of user feedback so as to ensure continuous improvement in project delivery and customer satisfaction.

2. Scope

This SOP applies to all completed projects within the organization, regardless of size, complexity, or type.

3. Responsibilities

Role	Responsibility
Project Manager	Facilitate review sessions, coordinate feedback collection, and lead documentation of lessons learned.
Team Members	Contribute to reviews and provide insights and suggestions for improvements.
Quality Assurance	Analyze feedback data and assist in implementing corrective actions.
Users/Stakeholders	Provide honest and constructive feedback regarding deliverables and processes.

4. Procedure

- 1. Initiate the Post-Completion Review**
 - Project Manager schedules a review meeting after project closure.
 - Invite all relevant stakeholders, team members, and users.
- 2. Conduct Project Evaluation**
 - Review project objectives, scope, deliverables, budget, and timeline vs. actuals.
 - Identify successes and deviations.
- 3. Collect User Feedback**
 - Deploy surveys, interviews, or feedback forms to users/stakeholders.
 - Ensure feedback is anonymous if necessary to encourage honesty.
- 4. Analyze Feedback**
 - Compile feedback data and categorize common themes.
 - Highlight areas for improvement and notable strengths.
- 5. Document Lessons Learned**
 - Summarize findings from reviews and feedback.
 - Create a lessons-learned report for organizational knowledge.
- 6. Implement Corrective Actions**
 - Define actionable steps to address identified issues.
 - Assign responsibility and track implementation progress.
- 7. Distribute Results**
 - Share summary and lessons-learned report with all project stakeholders.
 - Archive documents for future reference and training.

5. Documentation

- Post-Completion Review Report Template
- User Feedback Survey Template
- Lessons Learned Register
- Corrective Action Log

6. Continuous Improvement

1. Schedule periodic reviews to verify the effectiveness of corrective actions taken.
2. Update SOPs and project management practices based on findings and lessons learned.
3. Encourage a feedback culture among all involved parties.

7. References

- Project Management Guidelines
- Quality Assurance Policies
- Organizational Knowledge Management Protocols