SOP: Change Effectiveness Monitoring and Review

This SOP details the process for **change effectiveness monitoring and review**, including the establishment of key performance indicators, data collection methods, and analysis techniques. It covers the periodic assessment of implemented changes, identification of any deviations or issues, and corrective action planning. The objective is to ensure that all changes achieve their intended outcomes, maintain compliance with organizational standards, and support continuous improvement within the business operations.

1. Scope

This SOP applies to all organizational changes, including process, system, and policy modifications.

2. Definitions

- **Change:** Any alteration to processes, systems, policies, or operations.
- **Effectiveness:** The degree to which a change achieves its intended outcome.
- **KPI:** Key Performance Indicator, a metric used to evaluate change effectiveness.

3. Roles and Responsibilities

Role	Responsibility
Change Owner	Oversees the implementation and effectiveness review of the change.
Process Owner	Supports KPI selection, data collection, and analysis.
Change Advisory Board (CAB)	Reviews outcomes, addresses deviations, and recommends corrective actions.
Quality Assurance	Assures adherence to standards and SOP compliance.

4. Procedure

1. **Establish KPIs**
   - Define measurable indicators aligned with the change objectives.
   - Document baseline performance metrics prior to change implementation.

2. **Develop Data Collection Methods**
   - Determine data sources (e.g., system logs, user feedback, incident records).
   - Assign responsibility for regular data gathering.

3. **Execute Change and Initiate Monitoring**
   - Implement the approved change.
   - Begin monitoring the defined KPIs in accordance with agreed intervals.

4. **Analyze Results**
   - Compare post-change performance to baseline and targeted KPIs.
   - Identify any deviations, trends, or unintended outcomes.

5. **Periodic Review**
   - Schedule formal reviews at defined checkpoints (e.g., 30, 60, 90 days post-implementation).
   - Involve relevant stakeholders in the review process.

6. **Issue Identification and Corrective Actions**
   - Document deviations, investigate root causes, and plan corrective or preventive measures.
   - Assign and track corrective actions to closure.

7. **Continuous Improvement**
   - Update SOPs and change management practices based on learnings from reviews.
   - Share best practices and lessons learned across the organization.

5. Documentation

- KPI reports and monitoring dashboards

- Change review meeting minutes
- Corrective action logs
- Lessons learned repository

6. References

- Organizational Change Management Policy
- Quality Assurance SOP
- Continuous Improvement Guidelines