

# SOP Template: Post-Incident Review and Lessons Learned Process

This SOP defines the **post-incident review and lessons learned process**, detailing systematic steps to analyze incidents, identify root causes, evaluate response effectiveness, and implement improvements. It aims to enhance organizational safety and performance by fostering a culture of continuous learning, ensuring accountability, and preventing recurrence through actionable recommendations and follow-up actions.

## 1. Purpose

To establish a structured approach for conducting post-incident reviews and capturing lessons learned to improve future incident management, safety, and organizational performance.

## 2. Scope

This SOP applies to all incidents (safety, security, operational, IT, etc.) across the organization. All team members involved in incident response or affected by incidents are required to participate as necessary.

## 3. Roles and Responsibilities

Role	Responsibilities
Incident Manager	Leads the review process, coordinates documentation, and ensures implementation of recommendations.
Review Team	Participates in the review, provides input, and assists in root cause analysis.
Process Owner	Ensures recommendations are addressed and follow-up is completed.
HR/Compliance	Monitors accountability and tracks completion of action items.

## 4. Procedure

- Incident Notification:**
  - Log and report the incident as per incident management policies.
  - Assign an Incident Manager.
- Initial Data Collection:**
  - Gather all incident documentation, evidence, and response logs.
  - Interview involved personnel as necessary.
- Root Cause Analysis:**
  - Conduct a meeting with the review team to analyze incident causes (using methods such as 5 Whys, Fishbone Diagram, etc.).
- Evaluate Response Effectiveness:**
  - Assess how well the response plan was executed.
  - Identify strengths and improvement areas in response activities.
- Develop Recommendations:**
  - List actionable steps to prevent recurrence and mitigate future risks.
  - Assign responsible parties and deadlines.
- Documentation:**
  - Compile findings and recommendations in a standardized post-incident report.
- Communication:**
  - Share lessons learned with relevant stakeholders.
  - Update training materials, SOPs, and policies where required.
- Follow-up and Closure:**
  - Monitor assigned actions to ensure completion.
  - Conduct a final review to confirm closure of the incident review process.

## 5. Documentation & Records

- Post-Incident Review Report (template attached or referenced)

- Action Tracker / Follow-Up Log
- Communications sent to stakeholders

## 6. Continuous Improvement

Periodically review this SOP and the effectiveness of implemented lessons. Update training and protocols based on trends identified in incident analysis.

## 7. References

- Incident Management Policy
- Risk Management Framework
- Organizational Learning Strategy

## 8. Appendix: Post-Incident Review Report Template

Section	Details
Incident Summary	Description, date, location, impacted areas
Timeline	Sequence of events
Root Cause Analysis	Causes, contributing factors, methods used
Response Evaluation	What worked, what didn't, why
Lessons Learned	Key takeaways for future prevention/improvement
Recommendations	Action items, responsible persons, deadlines
Follow-up Actions	Status of implementation