

Standard Operating Procedure (SOP): Regular Review and Update of Communication Protocols

Purpose

This SOP details the process for the **regular review and update of communication protocols**, ensuring that all communication methods remain effective, clear, and aligned with organizational goals. It covers the scheduling of periodic assessments, stakeholder involvement, evaluation criteria, documentation of changes, dissemination of updated protocols, and training to promote consistent and efficient communication across all departments.

Scope

This SOP applies to all departments and teams within the organization that use established communication protocols.

Responsibilities

- **Communications Manager:** Oversee the review process and coordinate with stakeholders.
- **Department Heads:** Provide feedback and participate in evaluations.
- **HR/Training Department:** Coordinate training for staff on updated protocols.
- **All Staff:** Adhere to revised protocols after dissemination and training.

Procedures

1. **Schedule Regular Reviews**
 - Conduct communication protocol reviews at least **annually** or more frequently as needed.
 - Establish review dates in the organizational calendar and inform all stakeholders.
2. **Form Review Committee**
 - Include representatives from major departments and relevant stakeholders.
 - Assign a chairperson to facilitate discussions and document outcomes.
3. **Evaluate Current Protocols**
 - Gather feedback from staff and key users of communication protocols.
 - Assess effectiveness based on predefined criteria (see below).
 - Identify any issues, redundancies, or areas for improvement.
4. **Evaluation Criteria**
 - Clarity and comprehensibility
 - Timeliness and efficiency
 - Alignment with organizational goals and compliance requirements
 - User accessibility and inclusivity
 - Technological updates and integration
5. **Document Changes**
 - Record all modifications with justification.
 - Update protocol documents to reflect approved changes with version control.
6. **Approve Updated Protocols**
 - Ensure all changes are reviewed and approved by relevant leaders before dissemination.
7. **Disseminate Changes**
 - Distribute updated protocols to all staff via email and intranet posting.
 - Highlight significant amendments and provide summary documents if needed.
8. **Staff Training**
 - Organize training sessions for affected staff.
 - Record attendance and ensure understanding of changes.
9. **Maintain Records**
 - Keep detailed records of review meetings, decisions, updated documents, and training completion.

Documentation and Version Control

Document Title	Version	Date	Author	Summary of Changes
Communication Protocol SOP	1.0	2024-06-01	Jane Smith	Initial SOP creation.

References

- Organizational Policies Manual
- Previous Communication Protocols
- Related SOPs

Appendix

Sample Communication Protocol Review Feedback Form

(Attach sample feedback forms, checklists, or any relevant supporting materials.)