SOP Template: Resolution Process and Documentation of Actions Taken

This SOP details the **resolution process and documentation of actions taken**, encompassing step-by-step procedures for identifying issues, implementing corrective measures, and maintaining accurate records of all actions. It ensures systematic problem resolution, accountability, and effective communication through thorough documentation, promoting transparency and continuous improvement within the organization.

1. Purpose

To establish a standardized process for resolving issues and meticulously documenting all actions taken, ensuring efficiency, transparency, and accountability.

2. Scope

This SOP applies to all employees involved in issue identification, escalation, resolution, and documentation within [Department/Organization Name].

3. Responsibilities

- **Issue Reporter:** Identifies and reports the issue using the provided channels.
- **Responsible Personnel:** Investigates, implements corrective actions, and documents the process.
- **Supervisor/Manager:** Reviews documentation, ensures completeness, and monitors for recurring issues.

4. Procedures

1. **Issue Identification**
   - Recognize and clearly define the problem or non-conformance.
   - Log the issue in the designated tracking system within [timeframe].
2. **Initial Assessment**
   - Assess the severity and potential impact of the issue.
   - Determine if immediate containment actions are required.
3. **Notification & Escalation**
   - Inform relevant personnel and stakeholders based on escalation procedures.
4. **Root Cause Analysis**
   - Investigate to determine the root cause using appropriate methodologies (e.g., 5 Whys, Fishbone Diagram).
   - Document findings in the issue tracking log.
5. **Action Implementation**
   - Develop and execute corrective and preventive actions.
   - Assign responsibilities and establish deadlines.
6. **Verification & Effectiveness Review**
   - Verify the effectiveness of actions taken through monitoring or testing as needed.
7. **Documentation**
   - Record all actions, decisions, persons responsible, and dates in the resolution log (see sample below).
   - Attach supporting documentation as necessary.
8. **Closure & Communication**
   - Supervisors review the resolution and documentation for completeness.
   - Communicate resolution and preventive measures to stakeholders.
   - Close the issue in the tracking system.

5. Documentation & Records

Date	Issue Description	Root Cause	Actions Taken	Person Responsible	Verification	Status
YYYY-MM-DD	Brief description of issue	Summary of analysis	Summary of steps/actions	Name/Dept	Pass/Fail/Observations	Open/Closed

All documentation should be securely stored in [location/system] and retained according to the organizational record retention policy.

6. Review & Continuous Improvement

- Management routinely reviews resolved issues for patterns and trends.
- Improvement opportunities are identified and SOP is updated as needed.

7. References

- Relevant organizational policies and procedures.
- Issue tracking system user manual.
- Root Cause Analysis tools and guides.

8. Revision History

Version	Date	Change Description	Approved By
1.0	YYYY-MM-DD	Initial creation	Name/Title