

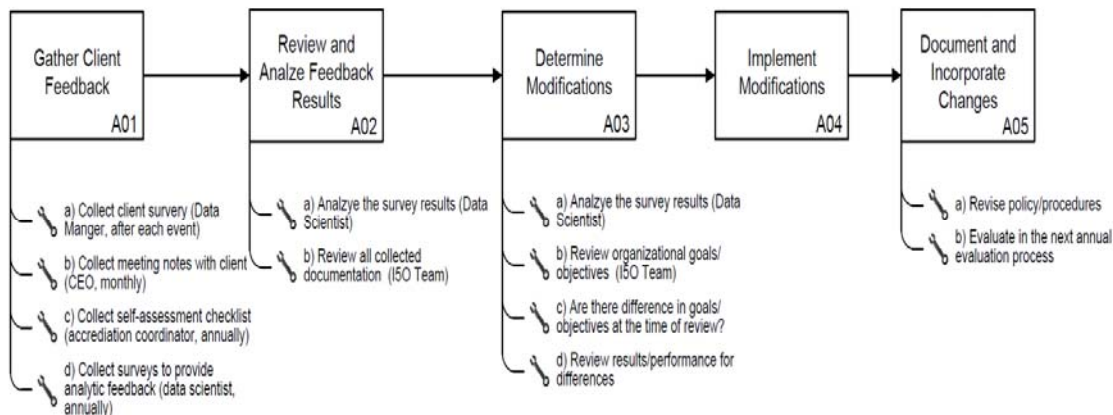
Organization, Responsibility and Control (SOP)

Process Name:	Author (Date):	Approver (Date):	Comments
Organizational Continuous Improvement	Michael Boone, PhD (7.31.20)	Teresa Hardee, EdD (11.27.20)	
Responsible Audience		References	
CEO and President		SOP Manual	

This SOP's Purpose/Goal
To evaluate our organization overall effectiveness in meeting our mission regarding continuing education (CE/T). This is done at the annual organizational retreat.

Standard Operation:
1) Gather Client Feedback
a) Collect client survey (Data Manger, after each event)
b) Collect meeting notes with client (CEO, monthly)
c) Collect self-assessment checklist (accreditation coordinator, annually)
d) Collect surveys to provide analytic feedback (data scientist, annually)
2) Review and Analyze Feedback Results
a) Analyze the survey results (Data Scientist)
b) Review all collected documentation (I5O Team)
3) Determine if any modifications are required
a) Analyze the survey results (Data Scientist)
b) Review organizational goals/objectives (I5O Team)
c) Are there difference in goals/objectives at the time of review?
1) If yes, make modifications(I5O Team)
2) If no, go to d (I5O Team)
d) Review results/performance for differences
1) If yes, make modifications(I5O Team)
2) If no, continue on present course (I5O Team)
4) Implement modifications if applicable
5) Document changes and incorporate into overall organization annual evaluation process
a) Revise policy/procedures
b) Evaluate in the next annual evaluation process

Process Map



Revised By	Michael Boone	Revised Date	11.20.20
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