**Continuous Feedback & Improvement Process**

**Objective:** To create a living ecosystem where users' insights directly shape system improvements and updates.

**Detailed Components:**

* **Feedback Collection Mechanisms**
  + Embedded “Give Feedback” buttons in CRM and M&E portals
  + Monthly user pulse surveys via SMS and WhatsApp
* **User Advisory Councils**
  + Regional panels of frontline workers, IT admins, and program managers
  + Bi-monthly review meetings to discuss pain points and enhancement ideas
* **Feedback Categorization Framework**
  + Classified by urgency, frequency, effort, and system impact
  + Themes: UI/UX, data syncing, analytics, system speed, mobile accessibility
* **Improvement Pipeline Dashboard**
  + Live view of prioritized suggestions, approval status, and release timelines
  + Built on Jira, Airtable, or Microsoft Planner
* **Change Management SOP**
  + Formal request-submission form, feasibility study steps, risk-impact matrix
* **Quarterly Product Updates**
  + Communication of new features added, issues resolved, and roadmap ahead
  + Release Notes with GIFs and short demo clips
* **Recognition System**
  + Acknowledging the top 5 user-contributed ideas implemented every quarter