**Feedback Loops & Continuous Improvement Backlog**

* Conduct monthly **end-user feedback sessions** via MS Forms and virtual focus groups.
* Track enhancement suggestions in **Azure DevOps** under a "Continuous Improvement" backlog.
* Prioritize fixes and new features based on impact, feasibility, and alignment with strategic KPIs.
* Include a standing agenda item for **feedback review** in PMO Steering Committee meetings.