S1P5-2: Improvement Tracker – Example

Purpose:
Turn real feedback into visible action. Helps the organisation show it's listening, learning, and adapting based on lived experience of the new appraisal system.

Example Tracker Format

Date Logged	Source	Issue / Suggestion	Category	Action Taken	Owner	Status
15-Aug	Post-Implementation Survey	"The scoring scale felt vague — hard to know what a 6 means."	Scoring Clarity	Drafting new guide with 0/5/10 examples	HR Ops	In Progress
17-Aug	Feedback Form	"Conversation felt rushed due to system deadlines."	Timing / Workflow	Extended window by 1 week for next cycle	PMO	Resolved
18-Aug	Manager Clinic	"Unsure how to handle 360° feedback that conflicts with manager."	Process Governance	Added prompt sheet for manager preparation	L&D	Planned
20-Aug	Issue Tracker	"Some staff think scores affect bonuses — that's unclear."	Perception / Trust	New comms added to clarify STI separation	Comms Team	Complete

Key Features:
Links directly to S1P3-2 (Issue Tracker) and S1P5-1 (Survey)
Filterable by category, source, or business unit
Can be shared as a live dashboard or report snapshot

Usage Notes:
Review monthly as part of ARP governance rhythm.
Prioritise actions that appear repeatedly or affect trust signals.
Pairs with S1P5-4 (Governance Charter) to ensure accountability.