

Improvement Plan Corrective Action Entry

After-action report and improvement plan | Marked-up specimen

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Five corrective actions rewritten so that each names an owner, a product, and a date.

ORIGINAL, WITH EDITS MARKED

SPECIMEN, PREPARED BY EDITFAST FOR ILLUSTRATION. NOT A REAL RECORD.

IMPROVEMENT PLAN - Operation Ridgeline full-scale exercise

Vandermeer County Office of Emergency Management (fictitious)

1. Improve communications between the EOC and field units.¹
2. Training should be conducted on the new notification system.²
3. Update the plan.³
4. Review the ESF-8 annex to ensure it aligns with current practice. Responsible: OEM.⁴
5. Better coordination with volunteer agencies is needed going forward.⁵

WHAT CHANGED, AND WHY

#	Was	Now	Reason
1	Improve communications between the EOC and field units.	The Communications Unit Leader will publish one radio channel assignment sheet covering the Emergency Operations Center and all field units, and will distribute it to every unit leader, by March 31, 2027.	The original names no person, no document, and no date. Nothing in it can be marked complete, because the sentence never says what finishing would look like.
2	Training should be conducted on the new notification system.	The Training Officer will deliver classroom instruction on the notification system to all Emergency Operations Center staff, and will record attendance, by February 28, 2027.	The sentence is passive and names no actor. Somebody has to conduct the training, and the entry declines to say who.
3	Update the plan.	The Planning Section Chief will revise Section 4 of the County Emergency Operations Plan, Notification and Warning, to match the notification system now in use, by April 30, 2027.	The definite article has no antecedent. A county holds several plans, and a reader six months later cannot tell which one is meant or which part of it.

#	Was	Now	Reason
4	Responsible: OEM.	The Deputy Director for Operations will compare Emergency Support Function 8 of the County Emergency Operations Plan against the county's current hospital notification practice, and will submit a written list of the differences, by May 29, 2027.	An office is not a person who can be asked how the work is going. Naming the position makes the entry something a person can be asked about.
5	Better coordination with volunteer agencies is needed going forward.	The Volunteer Agency Liaison will hold a joint planning meeting with each participating volunteer agency, and will circulate written minutes to all attendees, by June 30, 2027.	The sentence describes a condition rather than an action, and "going forward" names no date.

EXAMPLE
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