Standard Operating Procedure (SOP): Attendance and Performance Monitoring

This SOP details the procedures for **attendance and performance monitoring**, encompassing the accurate tracking of employee attendance, evaluation of work performance, setting performance standards, conducting regular reviews, addressing absenteeism and tardiness, implementing corrective actions, and promoting continuous improvement. The goal is to enhance workforce productivity and maintain a consistent, high-quality work environment through systematic monitoring and effective feedback mechanisms.

1. Purpose

To establish a systematic process for accurately tracking employee attendance and monitoring performance, ensuring accountability and fostering ongoing development.

2. Scope

This SOP applies to all staff, supervisors, managers, and HR personnel within the organization.

3. Responsibilities

Role	Responsibility
Employees	Adhere to attendance policies and meet performance standards.
Supervisors/Managers	Monitor attendance, evaluate performance, provide regular feedback, and initiate corrective actions when necessary.
Human Resources	Maintain attendance records, support performance review process, and oversee policy compliance.

4. Procedure

1. **Attendance Tracking**
   - Employees must accurately record attendance using the designated method (e.g., biometric system, timesheets, or digital platform).
   - Supervisors review attendance logs daily/weekly for discrepancies.
   - Absences must be reported in advance, following absence notification procedures.

2. **Performance Standards Setting**
   - Management establishes clear, measurable performance criteria for each role.
   - Standards are communicated to all employees during onboarding and reviewed annually.

3. **Performance Evaluation**
   - Supervisors conduct performance appraisals at least twice a year.
   - Evaluations are based on objective data, attendance records, and qualitative feedback.

4. **Addressing Absenteeism and Tardiness**
   - Identify recurring patterns of absenteeism or tardiness.
   - Discuss concerns with the employee and seek to understand root causes.
   - Document all interventions and agreed-upon action plans.

5. **Corrective Actions**
   - Where necessary, implement corrective actions such as verbal/written warnings, performance improvement plans, or other disciplinary measures per HR policy.

6. **Continuous Improvement**
   - Supervisors provide constructive feedback and development opportunities.
   - Encourage employee participation in relevant training and skills upgrading.

5. Documentation & Records

- Attendance logs and timesheets
- Performance evaluation forms
- Corrective action and disciplinary records
- Training and development records

6. Review and Continuous Improvement

This SOP will be reviewed annually by the HR department to ensure efficacy and updated as necessary to address emerging needs or regulatory changes.