Standard Operating Procedure (SOP) Records of Performance Evaluation and Feedback Collection

1. Purpose

This SOP details the procedures for maintaining **records of performance evaluation and feedback collection**. It includes guidelines for systematic documentation of employee assessments, methods for gathering constructive feedback, ensuring data accuracy, confidentiality protocols, and the use of feedback for continuous improvement. The purpose is to support transparent performance management and facilitate organizational growth through effective record-keeping and feedback utilization.

2. Scope

This SOP applies to all employees, managers, and HR personnel involved in the employee performance evaluation and feedback collection process.

3. Responsibilities

- **HR Department:** Oversee compliance, manage record storage, ensure confidentiality.
- **Managers/Supervisors:** Conduct evaluations, collect feedback, submit records timely.
- **Employees:** Participate in the evaluation process and provide/receive feedback constructively.

4. Procedure

1. **Preparation**
   - HR disseminates evaluation forms and feedback templates to all managers.
   - Set timelines for submission and review cycles (e.g., annually or bi-annually).
2. **Conducting Evaluations**
   - Managers objectively assess employee performance based on pre-defined criteria.
   - Use standard forms to rate competencies, achievements, and improvement areas.
3. **Feedback Collection**
   - Gather feedback through interviews, surveys, or digital platforms.
   - Encourage 360-degree feedback when appropriate.
   - Document all feedback clearly, including date, participants, and summary.
4. **Record Maintenance**
   - All evaluation and feedback records are submitted to HR in digital or physical form.
   - Records must include: employee name, evaluator, date, performance ratings, feedback, and action items.
   - Use a unique identifier for each record for tracking purposes.
5. **Ensuring Data Accuracy**
   - Review all entries for completeness and correctness before submission.
   - HR to verify and validate uploaded records, requesting clarification if needed.
6. **Confidentiality Protocols**
   - Restrict access to evaluation and feedback records to authorized personnel only.
   - Store physical records in locked cabinets; secure digital records with password-based authentication.
   - Dispose of records according to the organization's retention policy after the required period.
7. **Utilization of Feedback**
   - Synthesize feedback to identify trends and training needs.
   - Share summarized results with relevant parties for continuous improvement initiatives.

5. Documentation

Below is a sample log for maintaining records:

Employee Name	Date of Evaluation	Evaluator	Summary of Feedback	Action Items	Record ID

| Jane Doe | 2024-05-08 | John Smith | Exceeded sales targets; need improvement in time management. | Time management workshop | PEF-20240508-001 |

6. Review and Improvement

- This SOP will be reviewed annually by HR for relevance and updated as necessary.
- Process improvements will be implemented based on lessons learned and feedback utilization outcomes.

7. References

- Company Policy on Performance Management
- Data Protection and Confidentiality Guidelines

8. Appendix

- Sample Evaluation Form
- Feedback Collection Template