

# SOP Template: Post-Recruitment Review and Feedback Collection

This SOP details the **post-recruitment review and feedback collection** process, encompassing the evaluation of recruitment effectiveness, candidate experience assessment, feedback gathering from hiring managers and candidates, analysis of recruitment metrics, and identification of improvement areas. The goal is to enhance recruitment strategies, ensure candidate satisfaction, and optimize future hiring outcomes through systematic review and constructive feedback.

## 1. Purpose

To systematize the evaluation of recruitment effectiveness, collect stakeholder feedback, analyze outcomes, and drive continuous improvement of hiring processes.

## 2. Scope

This SOP applies to all completed recruitment cycles for permanent, temporary, or contract positions within the organization.

## 3. Responsibilities

- **Talent Acquisition Team:** Initiate, collect, and analyze feedback, and coordinate review meetings.
- **Hiring Managers:** Provide input on recruitment process and candidate fit.
- **Candidates:** Offer feedback on the recruitment experience.
- **HR Leadership:** Review findings and approve recommended changes.

## 4. Procedure

### 1. Initiate Review Process

- Trigger review upon acceptance of offer by selected candidate or closure of requisition.

### 2. Collect Feedback

- Distribute standardized online feedback forms to:
  - Hiring Managers
  - Participating Interviewers
  - Shortlisted Candidates (both selected and non-selected)

### 3. Assess Recruitment Effectiveness

- Analyze:
  - Time-to-fill
  - Cost-per-hire
  - Quality of hire
  - Diversity metrics
  - Source effectiveness

### 4. Conduct Review Meeting

- Organize meeting between Talent Acquisition and Hiring Manager(s) to discuss feedback and findings.

### 5. Identify Areas for Improvement

- Document issues, bottlenecks, or successes for future process refinement.

### 6. Develop Action Plan

- Recommend changes, assign responsibilities, and set timelines for implementation.

## 7. Archive Findings

- File review documents and feedback securely for audit and reference.

## 5. Documentation & Tools

- Recruitment Analytics Dashboard
- Feedback Form Templates
- Post-Recruitment Review Report Template
- Action Plan Template

## 6. Timeline

Activity	Responsible	Timeline
Trigger Post-Recruitment Review	Talent Acquisition	Within 3 business days post-hire
Distribute Feedback Forms	Talent Acquisition	Within 5 business days post-hire
Collect and Analyze Feedback	Talent Acquisition	Within 2 weeks
Conduct Review Meeting	Talent Acquisition, Hiring Managers	Within 3 weeks
Document Findings & Actions	Talent Acquisition	Within 1 week after review meeting
Implement Improvements	Relevant Stakeholders	As per Action Plan

## 7. Review & Continuous Improvement

HR Leadership to review process effectiveness annually or after significant changes, adjusting the SOP as needed to ensure continuous improvement and alignment with organizational goals.

## 8. Appendices

- Appendix A: Sample Feedback Form
- Appendix B: Post-Recruitment Review Report Template
- Appendix C: Action Plan Template