SOP Template: Progress Tracking, Feedback Collection, and Onboarding Completion Sign-Off

This SOP details the procedures for **progress tracking, feedback collection, and onboarding completion sign-off**, ensuring systematic monitoring of onboarding milestones, gathering actionable feedback from new hires and stakeholders, and formalizing the completion of onboarding through official approval. The process aims to enhance onboarding effectiveness, improve new employee integration, and ensure all onboarding activities are properly documented and acknowledged.

1. Purpose

To establish a standardized process for monitoring new hire onboarding, collecting feedback, and formally signing off on onboarding completion.

2. Scope

This SOP applies to all new hires, hiring managers, HR personnel, and relevant stakeholders involved in the onboarding process.

3. Responsibilities

- **HR:** Facilitates onboarding process, tracks milestones, collects and reviews feedback, archives documentation.
- **Hiring Manager:** Supports progress tracking, provides feedback, reviews completion sign-off.
- **New Hire:** Participates in onboarding activities and feedback collection.
- **Stakeholders/Trainers:** Provide feedback on new hire integration and performance.

4. Procedure

1. **Progress Tracking**
   - Maintain a standardized onboarding checklist (see table below) to monitor completion of tasks and milestones.
   - Track progress using onboarding software, checklist, or a shared document.
   - Assign responsible personnel for each task, with due dates and completion status.
2. **Feedback Collection**
   - Distribute onboarding feedback forms to new hires and key stakeholders at pre-defined intervals (e.g., end of Week 1, Week 4, and Month 3).
   - Collect feedback electronically and review for common trends or areas for improvement.
   - Schedule one-on-one check-ins with new hires to clarify or expand upon feedback if necessary.
3. **Onboarding Completion Sign-Off**
   - Upon confirmation that all checklist items are complete, route the Onboarding Completion Form to the hiring manager and HR for signatures.
   - Confirm that feedback has been collected and addressed as appropriate.
   - File signed completion documents and feedback forms in the new hire's personnel file.

5. Documentation and Tools

- Onboarding Checklist/Tracker
- Feedback Collection Forms (digital or paper)
- Onboarding Completion Sign-Off Form
- HR Information System (HRIS) or document repository

6. Onboarding Progress Checklist Example

Task	Responsible	Due Date	Status	Comments
Complete New Hire Paperwork	HR	2024-07-01	Complete	-
IT System Access/Account Setup	IT	2024-07-02	Pending	Waiting on equipment delivery
Department Orientation	Hiring Manager	2024-07-03	Complete	-
First Week Feedback Collected	HR	2024-07-08	Pending	To be sent after first week

7. Onboarding Completion Sign-Off Form Template

New Hire Name	
Position	
Start Date	
Onboarding Completion Date	
Checklist Completed?	Yes / No
Feedback Collected?	Yes / No
Remarks	
HR Signature	
Hiring Manager Signature	
Date	

8. Review and Continuous Improvement

- Regularly review feedback at scheduled intervals (quarterly or bi-annually) to identify trends and improvements to onboarding procedures.
- Update SOP as necessary to address gaps or changes in onboarding process, tools, or organizational goals.