

SOP: Manager and Peer Feedback Collection Process

This SOP describes the **manager and peer feedback collection process**, detailing the systematic approach for gathering, documenting, and evaluating feedback from managers and peers. It includes setting feedback objectives, selecting appropriate feedback tools, scheduling feedback sessions, ensuring confidentiality and constructive communication, analyzing collected feedback for performance improvement, and integrating feedback outcomes into employee development plans. The goal is to foster a culture of continuous improvement, enhance team collaboration, and support professional growth through transparent and effective feedback mechanisms.

1. Purpose

To outline a structured process for collecting, documenting, and utilizing feedback from managers and peers to support employee development and organizational goals.

2. Scope

This SOP applies to all employees who participate in the feedback process, including managers, team leads, and peers.

3. Definitions

- **Manager Feedback:** Input provided by an employee's direct supervisor regarding performance and development areas.
- **Peer Feedback:** Observations and constructive comments shared by colleagues who work closely with the employee.
- **Feedback Tools:** Methods or platforms used to collect feedback, such as surveys, forms, or 360-degree platforms.

4. Responsibilities

- **HR/People Team:** Oversee process implementation, manage tools, and ensure data confidentiality.
- **Managers:** Provide timely and objective feedback; encourage peer participation.
- **Employees:** Participate constructively in peer feedback.

5. Process Overview

Step	Description	Responsible
1. Set Feedback Objectives	Define clear goals and areas to focus on during the feedback cycle.	HR/Manager
2. Select Feedback Tools	Identify and deploy suitable platforms (e.g., digital forms, 360-degree tools).	HR
3. Select Participants	Determine which managers and peers will provide feedback.	HR/Manager
4. Schedule Feedback Sessions	Arrange timelines and communicate schedules for providing feedback.	HR/Manager
5. Collect Feedback	Gather feedback through chosen tools; ensure anonymity as appropriate.	HR/Participants
6. Document and Store Feedback	Record responses securely for further analysis and use.	HR
7. Analyze & Evaluate Feedback	Identify trends, strengths, and areas for improvement.	HR/Manager
8. Integrate into Development Plans	Incorporate actionable insights into employee development plans.	Manager/Employee

Step	Description	Responsible
9. Close Feedback Loop	Communicate outcomes, set follow-ups, and gather process feedback.	HR/Manager/Employee

6. Confidentiality and Communication

- All feedback is handled confidentially, with data access restricted to authorized personnel.
- Constructive communication guidelines must be followed to ensure respectful and professional exchanges.

7. Continuous Improvement

- Collect feedback on the process itself after each cycle and make necessary improvements.
- Regular training is provided on effective feedback techniques.

8. Review and Update

- This SOP is reviewed annually and updated as needed by the HR department.

9. References

- HR Policy Manual
- Employee Handbook
- Feedback Tool User Guides

10. Document Control

- SOP Owner: HR Department
- Effective Date: [Insert Date]
- Next Review Date: [Insert Date]