

Standard Operating Procedure (SOP)

Performance Evaluation and Feedback Protocol

Purpose:

This SOP defines the **performance evaluation and feedback protocol**, detailing systematic processes for assessing employee performance, providing constructive feedback, setting performance goals, and facilitating continuous professional development. It encompasses scheduling evaluations, standardized assessment criteria, communication methods for feedback delivery, documentation practices, and follow-up actions to promote employee growth and organizational effectiveness.

Scope:

This protocol applies to all employees and supervisors/managers involved in the performance management process within the organization.

Responsibilities:

- **Supervisors/Managers:** Conduct performance evaluations, deliver feedback, document outcomes, and support employee development.
- **Employees:** Participate in evaluations, receive feedback, and set performance improvement goals.
- **HR Department:** Oversee the evaluation process, maintain documentation, and ensure compliance with organizational policies.

Procedure:

1. **Scheduling Evaluations**
 - Performance evaluations are scheduled **annually** or **biannually**, with interim reviews as needed.
 - HR provides notification to both supervisors and employees at least **4 weeks** in advance of evaluation dates.
2. **Standardized Assessment Criteria**
 - Utilize organization-approved performance assessment forms.
 - Criteria include: job knowledge, quality of work, productivity, teamwork, communication, initiative, and adherence to company values.
 - Ratings are based on a 5-point scale (1-Unsatisfactory to 5-Excellent).
3. **Conducting Evaluations**
 - Supervisors review employee performance using documented evidence (e.g., KPIs, project outcomes).
 - Meetings are held in a private and respectful setting to ensure open discussion.
4. **Providing Feedback**
 - Feedback should be **constructive, specific, and balanced**, highlighting both strengths and areas for development.
 - Utilize the SBI (Situation-Behavior-Impact) or similar feedback models for clarity.
5. **Setting Goals and Development Plans**
 - Establish SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals in collaboration with the employee.
 - Agree on a development plan with timelines, resources required, and responsibilities.
6. **Documentation**
 - Document evaluation results, feedback provided, and agreed goals in the employee's personnel file.
 - Employee and supervisor both sign the evaluation form to acknowledge discussion and receipt.
7. **Follow-Up Actions**
 - Monitor progress against goals and provide coaching or resources as needed.
 - Schedule interim check-ins to track improvements and address concerns.

- Update HR and maintain confidentiality at all times.

References:

- Organization Performance Management Policy
- HR Manual and Guidelines

Related Forms:

- Performance Evaluation Form
- Individual Development Plan (IDP) Template

Revision History:

Version	Date	Description	Approved By
1.0	2024-06-01	Initial Release	[Name]

Prepared By: _____

Approved By: _____

Date: _____