

SOP Template: Progress Tracking and Onboarding Feedback Collection

This SOP details the process for **progress tracking and onboarding feedback collection**, encompassing the systematic monitoring of new employee development, setting milestones, gathering feedback to improve the onboarding experience, and utilizing collected data to optimize training programs. Its objective is to ensure efficient integration of new hires and continuous improvement of onboarding practices.

1. Purpose

To establish a standardized method for monitoring new employee progress, setting milestones, collecting timely feedback, and applying insights to enhance the onboarding process and training programs.

2. Scope

This SOP applies to all new hires, HR team members, onboarding managers, and department supervisors involved in the employee onboarding process.

3. Definitions

- **New Hire:** Any employee within their first [X] days/months of employment.
- **Milestone:** Defined checkpoints in the onboarding timeline for assessments and feedback.
- **Feedback Collection:** Gathering input from new hires and stakeholders regarding their onboarding experience.

4. Responsibilities

Role	Responsibility
HR Team	Coordinate onboarding process, collect and analyze feedback, report findings.
Onboarding Manager/Supervisor	Monitor progress, set milestones, conduct check-ins.
New Hire	Participate in onboarding, provide feedback as requested.

5. Procedure

- Initial Setup**
 - Assign onboarding manager/supervisor for each new hire.
 - Develop onboarding schedule including key milestones (e.g., Day 1, Week 1, Month 1, Month 3).
- Progress Tracking**
 - Conduct regular check-ins at specified milestones.
 - Evaluate progress on assigned tasks and training modules.
 - Document progress in onboarding tracking system.
- Feedback Collection**
 - Distribute onboarding feedback surveys at each milestone.
 - Optionally, conduct one-on-one feedback sessions for additional context.
- Review & Analysis**
 - Aggregate and review feedback data.
 - Identify trends, strengths, and areas for improvement in the onboarding process and training content.
- Improvement Implementation**
 - Discuss findings in HR and management meetings.
 - Update training materials and onboarding procedures as needed.
- Retention & Documentation**
 - Store feedback and progress reports in HRIS or secure document management system.

6. Milestone Timeline Example

Milestone	Action	Responsible	Feedback Form/Method
Day 1	Welcome & Initial Orientation	HR	Short online survey
Week 1	Role-specific Training Check-in	Supervisor	Survey + 1:1 conversation
Month 1	Skills Assessment & Feedback	Supervisor	Detailed survey
Month 3	Onboarding Program Review	HR + Supervisor	Focus group or interview

7. Monitoring & Continuous Improvement

- Quarterly review of feedback and onboarding data by HR team.
- Annual update of onboarding materials and SOP as necessary.

8. Related Documents & References

- Onboarding Schedule Template
- Employee Feedback Survey Template
- Onboarding Checklist
- Training Program Documentation

9. Revision History

Date	Version	Description	Author
[YYYY-MM-DD]	1.0	Initial release	[Name]