

SOP Template: Feedback Collection and Onboarding Evaluation Process

This SOP details the **feedback collection and onboarding evaluation process** designed to systematically gather new employee insights and assess the effectiveness of onboarding programs. It includes procedures for distributing surveys, conducting interviews, analyzing responses, and implementing improvements based on feedback. The goal is to enhance the onboarding experience, ensure new hires are well-integrated, and continuously improve organizational training methods.

1. Purpose

To establish a consistent process for collecting, analyzing, and utilizing feedback from new employees regarding the onboarding experience.

2. Scope

This SOP applies to all new employees and relevant HR staff involved in onboarding and induction processes.

3. Responsibilities

- **HR Manager:** Oversees the whole process and ensures improvements are implemented.
- **Onboarding Coordinator:** Distributes surveys and schedules interviews.
- **New Employees:** Provide honest and constructive feedback.
- **Supervisors/Team Leads:** Support new employees during onboarding and encourage their participation in feedback activities.

4. Procedures

1. **Survey Distribution**
 - Prepare a standardized onboarding feedback survey (digital or paper format).
 - Distribute the survey to new hires at the end of their first week and after completing onboarding (typically after the first month).
2. **Conducting Interviews**
 - Schedule 1:1 interviews with new hires within two weeks of onboarding completion.
 - Use a structured interview guide to ensure consistency.
3. **Collecting and Analyzing Responses**
 - Aggregate and anonymize feedback data to protect privacy.
 - Analyze responses for common themes and areas for improvement.
4. **Reporting Findings**
 - Summarize key findings and recommendations in a report to HR and relevant stakeholders.
5. **Implementing Improvements**
 - Develop an action plan to address identified issues.
 - Assign responsibility for improvement actions and set target completion dates.
6. **Continuous Review**
 - Regularly review feedback trends to inform future onboarding enhancements.
 - Update onboarding materials and practices as needed.

5. Documentation

- Completed surveys and interview notes (secured and anonymized).
- Summary reports on feedback and action plans.
- Records of implemented changes and results of ongoing reviews.

6. Review and Revision

This SOP should be reviewed annually or after significant changes to the onboarding process to ensure continued effectiveness and relevance.