

SOP Template: Performance Evaluation and Feedback Documentation

This SOP details the process for **performance evaluation and feedback documentation**, including setting performance criteria, conducting evaluations, providing constructive feedback, documenting outcomes, and ensuring continuous employee development. The goal is to enhance workforce productivity, foster professional growth, and maintain transparent communication between employees and management.

1. Purpose

To establish a standardized method for evaluating employee performance, giving effective feedback, and maintaining accurate documentation to support continuous improvement and organizational goals.

2. Scope

This procedure applies to all employees and managers involved in the performance evaluation and feedback process within the organization.

3. Responsibilities

Role	Responsibility
Manager/Supervisor	Set criteria, conduct evaluations, provide and document feedback, monitor progress.
Employee	Participate actively, respond to feedback, work on development plans.
HR Department	Provide tools/templates, ensure compliance, maintain records.

4. Procedure

- Setting Performance Criteria**
 - Define clear, measurable, and job-specific performance criteria at the start of the evaluation period.
 - Communicate criteria and expectations to employees.
- Performance Monitoring**
 - Monitor performance regularly via observations, progress reports, and data tracking.
- Conducting Evaluations**
 - Schedule formal evaluations (e.g., annual, semi-annual, or as stipulated).
 - Use standardized evaluation forms for consistency.
- Providing Feedback**
 - Offer clear, specific, and constructive feedback (both positive and areas for improvement).
 - Discuss performance with employee in a two-way conversation.
- Documentation**
 - Document evaluation results, feedback provided, and agreed-upon action plans in the official system or template.
 - Ensure documentation is signed by both manager and employee if required.
- Continuous Development**
 - Support ongoing development through coaching, training, and periodic check-ins.
 - Update development plans as needed.

5. Documentation Requirements

- Completed performance evaluation forms
- Documented feedback and follow-up actions
- Employee development plans
- Attendance record for evaluation meetings

6. Review & Improvement

This SOP shall be reviewed *annually* by the HR Department and updated as necessary to reflect process improvements or policy changes.

7. References

- Company Performance Management Policy

- Employee Handbook
- Performance Evaluation Forms/Tools