

Standard Operating Procedure (SOP): Employee Suggestion and Feedback Process

This SOP defines the **employee suggestion and feedback process**, detailing the methods for submitting suggestions, evaluating employee feedback, implementing improvements, and communicating outcomes. The purpose is to encourage open communication, enhance workplace innovation, and foster a positive organizational culture by ensuring all employee ideas and concerns are heard and addressed effectively.

1. Scope

This SOP applies to all employees (full-time, part-time, and contract) of the organization.

2. Responsibilities

Role	Responsibility
All Employees	Submit suggestions/feedback through approved channels.
Supervisors/Managers	Encourage submissions, provide support, and communicate process steps.
Human Resources (HR)	Oversee the process, log suggestions, coordinate evaluations, and maintain records.
Suggestion Committee	Review, evaluate, and recommend actions on suggestions.

3. Process Steps

- Submission**
 - Employees may submit suggestions/feedback via:
 - Online suggestion form (internal portal)
 - Anonymous feedback box (physical or digital)
 - Email to a designated address (e.g., feedback@company.com)
 - Submissions must include a clear description and, if applicable, proposed solutions.
- Acknowledgment**
 - HR sends confirmation of receipt to the submitting employee within 2 business days (unless anonymous).
- Logging & Categorization**
 - HR logs each submission, categorizing by topic (e.g., safety, efficiency, morale).
- Evaluation**
 - Suggestion Committee reviews feedback/suggestions within 10 business days.
 - Committee evaluates based on relevance, feasibility, impact, and alignment with company goals.
- Decision & Implementation**
 - Recommendations are passed to relevant department heads for possible implementation.
 - Actions are tracked, with timeline and responsible party assigned.
- Communication of Outcome**
 - HR or Manager informs the submitting employee of the outcome (approved, pending further review, not implemented), and explains rationale (unless submission is anonymous).
 - Where feasible, communicate implemented improvements to entire staff in a summary report/meeting.
- Follow Up & Feedback**
 - HR ensures follow-up on implemented suggestions and solicits further input if needed.

4. Confidentiality & Non-Retaliation

- All submissions are treated with appropriate confidentiality.
- No employee will face retaliation for submitting suggestions or feedback in good faith.

5. Documentation

- All records of suggestions, evaluations, and outcomes are maintained by HR for quality improvement and compliance purposes.

6. Review

- This SOP shall be reviewed annually and updated as necessary.