SOP: Onboarding Progress Tracking and Feedback Collection

This SOP defines the process for **onboarding progress tracking and feedback collection**, including steps for monitoring new employee integration, setting milestones, gathering continuous feedback from hires and supervisors, analyzing onboarding effectiveness, and implementing improvements. The goal is to ensure a smooth onboarding experience that supports employee engagement, productivity, and retention through systematic progress evaluation and responsive feedback mechanisms.

1. Scope

This procedure applies to all new hires and their respective supervisors or managers involved in the onboarding process.

2. Responsibilities

- **HR Department:** Oversees onboarding process, tracks progress, collects feedback, and analyzes data.
- **Hiring Managers/Supervisors:** Regularly meet with new hires, provide feedback, and report progress to HR.
- **New Employees:** Participate in feedback activities and communicate challenges or needs.

3. Procedure

1. **Set Onboarding Milestones**
   - Define key stages and deliverables (e.g., Day 1 orientation, First Week, 30/60/90 Days Checkpoints).
   - Share milestone expectations with hire and supervisor.
2. **Track Progress**
   - Assign onboarding tasks and monitor completion via HRIS or tracking tool.
   - Supervisors hold regular check-ins as per milestones.
   - Document status and challenges in the tracking system.
3. **Feedback Collection**
   - Distribute onboarding surveys to hires at pre-set milestones (e.g., after week 1, month 1, month 3).
   - Conduct supervisor feedback interviews or surveys at same intervals.
   - Encourage open feedback in 1:1 meetings.
4. **Analyze Feedback & Effectiveness**
   - HR reviews collected data for trends, obstacles, and opportunities.
   - Prepare periodic onboarding effectiveness reports.
5. **Implement Improvements**
   - Identify action items from analyses (e.g., update materials, adjust timelines).
   - Communicate process changes to stakeholders.
   - Monitor impact of improvements in future cycles.

4. Documentation & Records

- Onboarding milestone checklist (maintained in HRIS or spreadsheet).
- Completed survey responses and feedback forms.
- Onboarding effectiveness analysis reports.

5. Review & Continuous Improvement

- HR reviews the onboarding and feedback SOP annually.
- Revise SOP as needed based on process performance and changing company needs.

6. Appendix: Example Milestone & Feedback Schedule

Milestone	Employee Actions	Supervisor Actions	Feedback Collected
Day 1	Complete initial forms, attend orientation	Welcome meeting, assign initial tasks	Immediate experience survey
Week 1	Shadowing, begin assigned work	Check-in meeting, review progress	1-week pulse survey, 1:1 feedback

| Month 1 | Achieve first project milestone | Review goals with employee | 30-day feedback survey |
| Month 3 | Demonstrate job competency | Performance evaluation | 90-day survey and supervisor assessment |

7. Version Control

- **Version:** 1.0
- **Last Reviewed:** June 2024
- **Owner:** Human Resources Department