

SOP: Performance Expectations and Probation Period

Overview

This SOP defines **performance expectations and probation period overview**, detailing clear performance standards, objectives, and evaluation criteria during the probationary period. It outlines roles and responsibilities, feedback mechanisms, and decision-making processes regarding confirmation, extension, or termination. The goal is to ensure new employees understand expectations, receive constructive guidance, and are fairly assessed to support successful integration and long-term contribution to the organization.

1. Purpose

To establish clear performance expectations and an effective probation period process that facilitates new employee integration, provides timely feedback, and enables fair, objective assessment for ongoing employment.

2. Scope

This SOP applies to all new employees undergoing probation and their managers or supervisors.

3. Definitions

- **Probation Period:** The initial period of employment (typically 3-6 months) during which the employee's performance and suitability are assessed.
- **Confirmation:** Formal acceptance of the employee as a regular member of staff after successful completion of probation.
- **Extension:** Prolongation of the probation period if performance is not fully satisfactory but potential is shown.
- **Termination:** Employment is discontinued due to unsatisfactory performance or conduct.

4. Performance Standards and Objectives

- Job-specific performance targets aligned with the role description.
- Demonstration of core values and adherence to company policies.
- Attendance, punctuality, teamwork, communication, and adaptability.
- Achievement of assigned tasks and quality standards.

5. Probation Period Process

Step	Description
Initial Orientation	Employee is briefed on role, performance expectations, and criteria for assessment.
Goal Setting	Manager and employee agree on measurable objectives and deliverables for the probation period.
Periodic Reviews	Regular meetings (e.g., monthly) to discuss progress, provide feedback, and address challenges.
Final Evaluation	Comprehensive performance review at the end of the probation period, documented by the supervisor.
Decision	Manager and HR decide on confirmation, extension, or termination based on documented performance.

6. Roles and Responsibilities

- **Employee:** Understand expectations, seek feedback, and strive to meet set objectives.
- **Manager/Supervisor:** Clearly communicate goals, monitor progress, provide regular feedback, and conduct reviews.
- **HR Department:** Facilitate process, ensure fairness, and maintain necessary documentation.

7. Feedback Mechanisms

- Scheduled feedback sessions (at least monthly).
- Open-door policy for informal discussions.
- Documentation of feedback and agreed actions.
- Opportunities for employee self-assessment and input.

8. Decision-Making Process

- **Confirmation:** Issued upon satisfactory performance and behavior.
- **Extension:** Considered when improvement is plausible and additional time is needed.
- **Termination:** Initiated for consistently unsatisfactory performance or conduct, with supporting documentation.
- Decisions must be communicated in writing and discussed with the employee.

9. Documentation & Records

- Maintain records of all meetings, reviews, feedback, and final outcomes in the employee file.

10. Review & Update

- This SOP will be reviewed annually or as needed to ensure relevance and effectiveness.