SOP: Staff Shift Scheduling and Attendance Tracking

This SOP details the procedures for **staff shift scheduling and attendance tracking**, including the creation of work schedules, shift assignments, attendance monitoring, record keeping, handling of absences and tardiness, and use of attendance tracking systems. The aim is to ensure efficient workforce management, accurate attendance records, and compliance with labor regulations to support optimal operational productivity and employee accountability.

1. Purpose

To outline standardized procedures for scheduling staff shifts and tracking attendance to promote effective resource allocation and proper record keeping.

2. Scope

This procedure applies to all staff members, department managers, shift supervisors, and HR personnel involved in shift scheduling and attendance tracking.

3. Responsibilities

- **Department Managers:** Oversee scheduling and resolve conflicts.
- **Shift Supervisors:** Monitor attendance and report discrepancies.
- **HR Department:** Maintain attendance records and address policy violations.
- **Staff:** Adhere to assigned schedules and attendance policies.

4. Procedures

4.1 Creating Work Schedules

1. Managers gather staff availability and operational requirements.
2. Draft shift schedules using scheduling software or approved templates.
3. Ensure compliance with applicable labor regulations (hours, breaks, overtime).
4. Publish schedules at least **two weeks in advance** via designated communication channels.

4.2 Shift Assignments

1. Assign shifts equitably, considering skills, availability, and business needs.
2. Accommodate reasonable staff requests whenever feasible.
3. Document and communicate any changes or swaps to all relevant staff and update official schedules.

4.3 Attendance Monitoring

1. Staff must check-in and check-out using the designated attendance system (e.g., biometric, swipe card, or manual log).
2. Supervisors review attendance daily and promptly address any discrepancies.
3. Maintain backup manual logs in the event of system failure.

4.4 Record Keeping

1. Attendance records are maintained securely by HR for the required retention period (as per policy or regulatory requirements).
2. Ensure accuracy and confidentiality in record management.
3. Provide attendance reports as needed for payroll or compliance audits.

4.5 Handling Absences and Tardiness

1. Staff must notify supervisors of unplanned absences as soon as possible, stating the reason and expected return.
2. Supervisors log absences/tardiness and report repeated issues to HR.
3. Follow the progressive discipline process for unexcused absences or chronic tardiness per company policy.

4.6 Use of Attendance Tracking Systems

1. All staff must be trained in the use of the organization's attendance tracking systems.
2. IT support will regularly maintain system functionality and data security.

3. Report system issues immediately to IT or HR for resolution.

5. Related Documents

- Staff Attendance Policy
- Work Schedule Template
- Time-off and Leave Request Forms
- Disciplinary Action Policy

6. Revision History

Date	Revision	Description	Author
2024-06-01	V1.0	Initial release	HR Manager