

SOP: Post-interview Feedback Collection from Panel Members

This SOP details the process for **post-interview feedback collection from panel members**, ensuring comprehensive and timely gathering of interview assessments. It covers guidelines for standardized feedback forms, timelines for submission, confidentiality protocols, methods for consolidating and analyzing feedback, and communication procedures to inform candidates of outcomes. The objective is to enhance interview effectiveness, support fair candidate evaluation, and improve the overall recruitment process through structured panel input.

1. Purpose

To standardize the process of collecting, consolidating, and utilizing feedback from interview panel members to ensure fair, objective, and comprehensive candidate evaluation.

2. Scope

This SOP applies to all recruitment processes involving interview panels.

3. Responsibilities

- **HR/Recruitment Coordinator:** Distributes feedback forms, sets deadlines, consolidates feedback, ensures confidentiality, and communicates results.
- **Panel Members:** Complete and submit feedback forms according to guidelines and timelines.
- **Hiring Manager:** Reviews consolidated feedback with HR and makes recommendations.

4. Procedure

1. **Preparation of Standardized Feedback Forms**
 - HR creates role-specific feedback forms including competencies, rating scales, and comment boxes.
 - Forms are distributed to panel members before interviews.
2. **Feedback Submission Timeline**
 - Panel members must submit feedback within **24 hours** of interview completion.
 - HR sends reminders if feedback is pending after 16 hours.
3. **Confidentiality Protocols**
 - All feedback is submitted directly to HR via secure systems (e.g., online survey tools, HRIS, or secure email).
 - Panel members must not share feedback with candidates or other panel members externally.
4. **Consolidation and Analysis**
 - HR compiles all forms into a summary report, removing identifying details if feedback is shared with broader committees.
 - Quantitative scores and qualitative comments are analyzed for patterns and decision-making.
5. **Candidate Communication**
 - After consensus is reached, HR communicates outcomes to candidates within **5 working days** post-interview.
 - Feedback can be provided to unsuccessful candidates upon request following company policy.

5. Documentation

- Retain all original feedback forms and summary reports per company record retention policies.
- Ensure interview feedback is accessible for audit purposes.

6. Review & Improvement

- This SOP will be reviewed annually or after each major recruitment cycle.
- HR will solicit suggestions for improvement from users.

7. Appendix

| Document | Description |
|------------------------|--|
| Feedback Form Template | Standardized template for interview assessment |

