

# Standard Operating Procedure (SOP)

## Performance Monitoring and Crew Feedback Documentation

**Purpose:** This SOP details the process for **performance monitoring and crew feedback documentation**, including setting performance standards, regular evaluation methods, documentation of crew feedback, communication protocols, and continuous improvement strategies. The objective is to ensure accurate tracking of crew performance, foster open communication, and facilitate timely interventions to enhance overall team productivity and morale.

### 1. Scope

This procedure applies to all team leads, supervisors, and crew members involved in operations requiring ongoing performance assessment and feedback processes.

### 2. Responsibilities

- **Supervisors/Team Leads:** Monitor performance, conduct evaluations, collect and document feedback, and initiate improvement plans where required.
- **Crew Members:** Participate in evaluations and provide honest feedback during scheduled sessions.
- **HR/Management:** Review performance documentation, ensure compliance, and assist with continuous improvement initiatives.

### 3. Procedure

1. **Setting Performance Standards**
  - Define clear, measurable performance indicators and expectations for each crew role.
  - Communicate standards to all crew members during onboarding and as standards are updated.
  - Document standards in the Performance Standards Register.
2. **Regular Evaluation Methods**
  - Schedule formal performance reviews on a monthly or quarterly basis using standardized evaluation forms.
  - Utilize direct observation, checklists, and productivity data as part of the evaluation.
  - Record performance scores and summary comments for each evaluation period.
3. **Crew Feedback Documentation**
  - Collect feedback during one-on-one sessions or anonymous surveys.
  - Document feedback in a centralized Crew Feedback Log.
  - Ensure confidentiality where required and obtain consent if sharing feedback broadly.
4. **Communication Protocols**
  - Share evaluation results with each crew member individually and discuss paths for development.
  - Address concerns or issues raised promptly via designated escalation channels (e.g., supervisor, HR).
  - Maintain open-door policy and regular team meetings to encourage ongoing communication.
5. **Continuous Improvement**
  - Periodically analyze performance data and feedback trends with management.
  - Update training materials and operational procedures based on findings.
  - Implement and monitor corrective actions as necessary.

### 4. Documentation and Records

Document Name	Location	Retention Period
Performance Standards Register	Shared Drive/HR Portal	3 Years
Evaluation Forms	Employee File	3 Years
Crew Feedback Log	HR Portal	3 Years
Improvement Action Plans	Employee File	3 Years

### 5. Review and Update

This SOP will be reviewed annually or as necessary when significant procedural changes occur. Modifications must be approved by HR/Management.

## 6. References

- Company Policy Manual
- HR Handbook
- Relevant Local Labor Laws

## 7. Approval

Prepared By	Reviewed By	Approved By	Date
[Name/Title]	[Name/Title]	[Name/Title]	[Date]