

Performance Appraisal and Review Policy

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1. Introduction

Performance appraisals are a systematic and periodic process that assesses an individual employee's job performance and productivity in relation to certain pre-established criteria and organizational objectives. This policy aims to establish a transparent and fair framework for evaluating employee performance, facilitating professional development, and aligning individual contributions with the organization's goals.

2. Objectives

The primary objectives of the Performance Appraisal and Review Policy are:

- Performance Evaluation: To assess employee performance against defined goals and competencies.
- Feedback Mechanism: To provide constructive feedback, recognizing achievements and identifying areas for improvement.
- Professional Development: To identify training and development needs, facilitating career growth.
- Compensation Decisions: To inform decisions related to promotions, bonuses, and salary adjustments.
- Organizational Alignment: To ensure individual objectives align with the organization's strategic goals.

3. Scope

This policy applies to all full-time, part-time, and contractual employees who have completed a minimum of six months of continuous service. Temporary staff, interns, and probationary employees may be subject to separate evaluation processes as determined by the Human Resources (HR) department.

4. Appraisal Frequency

Performance appraisals are conducted annually, typically during the first quarter of the fiscal year. Mid-year

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reviews may be implemented to monitor progress and make necessary adjustments to goals and expectations.

5. Appraisal Process

The appraisal process comprises the following steps:

5.1 Goal Setting

At the beginning of the appraisal cycle, managers and employees collaboratively set specific, measurable, achievable, relevant, and time-bound (SMART) goals. These goals should align with departmental objectives and the organization's strategic plan.

5.2 Continuous Feedback

Managers are encouraged to provide ongoing feedback throughout the appraisal period. Regular check-ins help address performance issues promptly and keep employees engaged.

5.3 Self-Assessment

Employees complete a self-assessment form, reflecting on their achievements, challenges, and areas for development. This self-evaluation promotes self-awareness and prepares employees for the appraisal discussion.

5.4 Manager Evaluation

Managers assess employee performance based on predefined criteria, including goal attainment, competencies, and behavioral attributes. Supporting documentation and examples should be provided to substantiate ratings.

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5.5 Appraisal Meeting

A formal meeting is conducted between the manager and employee to discuss the performance evaluation.

The discussion should cover accomplishments, areas for improvement, and future objectives.

5.6 Documentation

The completed appraisal form, including ratings, comments, and development plans, is submitted to HR for record-keeping and further action.

6. Performance Rating Scale

Performance is rated using the following scale:

- Outstanding (5): Consistently exceeds all performance expectations.
- Exceeds Expectations (4): Frequently exceeds performance expectations.
- Meets Expectations (3): Consistently meets performance expectations.
- Needs Improvement (2): Occasionally meets performance expectations; improvement needed.
- Unsatisfactory (1): Consistently fails to meet performance expectations.

7. Performance Improvement Plan (PIP)

Employees receiving a rating of "Needs Improvement" or "Unsatisfactory" may be placed on a Performance Improvement Plan. The PIP outlines specific areas for improvement, expected outcomes, support mechanisms, and a timeline for reassessment.

8. Training and Development

Based on appraisal outcomes, training and development opportunities are identified to address skill gaps and prepare employees for future roles. Development plans may include workshops, mentoring, cross-training, or formal education.

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9. Appeals Process

Employees who disagree with their performance evaluation may submit a written appeal to HR within ten business days of the appraisal meeting. HR will review the appeal, conduct necessary investigations, and communicate the final decision.

10. Confidentiality

All appraisal records are confidential and accessible only to the employee, their manager, and authorized HR personnel. Information is stored securely in compliance with data protection regulations.

11. Roles and Responsibilities

- Employees: Engage actively in the appraisal process, provide honest self-assessments, and pursue development opportunities.
- Managers: Conduct fair and unbiased evaluations, provide constructive feedback, and support employee development.
- HR Department: Facilitate the appraisal process, ensure policy compliance, and maintain records.

12. Policy Review

This policy is reviewed annually by the HR department to ensure its effectiveness and alignment with organizational goals. Revisions are communicated to all employees in a timely manner.