

SOP Subject	Performance Evaluation	Authorized By	Ken Fong
Category	Human Resources	Status	Draft
Version	1.0	Effective Date	
Date Prepared	January 29, 2007		

Introduction	
Purpose	Provide standard policies relating to periodic performance evaluations of employees
Personnel Concerned	All ResQSoft employees
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Office of Human Resources

Revision History	
1.0	

TABLE OF CONTENTS

1.0	Standard Operating Procedure Summary: Performance Evaluations	2
2.0	Standard Procedures	2
2.1	General	2
2.2	Performance Evaluation Policy	2
3.0	Questions and Comments Relating to Performance Evaluations	3



1.0 Standard Operating Procedure Summary: Performance Evaluations

- To foster employee growth and career development, as well as ensure continued alignment of ResQSoft's organizational goals, it is ResQSoft policy to perform period review of employee work and overall progress.
- ResQSoft employees (and consultants) who have completed at least 1 year of service are entitled to performance evaluation.

2.0 Standard Procedures

2.1 General

All employees are entitled to a periodic review of his or her work with his or her supervisor. An important function of the supervisor is to convey to employees how well they are doing in their work and what changes or improvements are expected. Performance evaluations are intended to address three basic principles:

1. To record and communicate the capacities and accomplishments of an employee during a given period;
2. To assist in determining merit increases and future promotions; and
3. To assist employees in planning future objectives and realistic steps for personal growth and development within ResQSoft.

The appraisal procedures and policies set forth herein have been developed to provide ResQSoft the means of accomplishing the principles above.

2.2 Performance Evaluation Policy

Each ResQSoft employee or, as applicable, consultant who has completed 12 or more months of service will be evaluated by the supervisor at the employee's anniversary of employment. Human Resources will forward to each supervisor a performance evaluation form (attached below) for each employee to be evaluated 30 days prior to the employee's anniversary. The form should be completed by the supervisor, reviewed with the employee for employee input and returned to Human Resources for filing.

The following procedures should be applied during the course of conducting performance evaluations:

1. Be sure an accurate, up-to-date job description is available from Human Resources. This description should be read to be sure the supervisor understands the exact responsibilities of the job. Without doing so, the supervisor may be expecting more or less than the job requires or the employee understands. If the duties being performed differ from the job description, Human Resources should be contacted for a job review.
2. The current review should be compared with previous appraisals to measure performance change. Reviews should not be made under time constraints; last minute evaluations may result in unfair and incomplete recollections.
3. Jobs and incumbents of the same title should be evaluated together for comparative purposes (e.g., Java developers to Java developers of the same level). Because the



duties and responsibilities of each different classification vary, it might be unfair and misleading to compare them against each other and, as such, only like jobs should be compared. If no comparable jobs exist in a department or unit, performance should be compared against established job descriptions and mutually agreed-upon performance expectations.

4. If no job description exists for a particular job, supervisors should contact Human Resources to receive assistance in preparing one.
5. A thorough and unrushed appraisal interview should occur between the supervisor and employee. The objective of this interview is for both parties to communicate with each other regarding the job, the work, the performance evaluation, future goals and objectives related to performance, and the employee's immediate and future career.



Performance
Evaluation Template

If the applicable employment or consulting contract provisions address performance evaluations, then those provisions will control.

3.0 Questions and Comments Relating to Performance Evaluations

Any questions or comments relating to this SOP should be directed to the employee's immediate supervisor. Any deviations from policy must be requested and approved in writing by the [ResQSoft PMO](#).

PMO Use Only

Status	Active SOP
Next Action	Quarterly Progress Review
Next Action Date	April 1, 2007

