
Employee Satisfaction Survey Policy & Workflow

1.0 Policy Objective & Scope

The objective of this policy is to establish a standardized, confidential, and actionable process for measuring employee satisfaction across all departments. This policy ensures that feedback is collected systematically, analyzed objectively, and translated into concrete improvement initiatives that enhance workplace culture, retention, and operational performance.

This policy applies to all full-time, part-time, and temporary employees of the company, including production, warehouse, engineering, sales, and administrative staff. It covers the entire lifecycle of the survey from planning and distribution to analysis, action planning, and follow-up communication.

2.0 Roles & Responsibilities

- **Human Resources Manager:** Owns the survey process, including design, distribution, collection, and initial analysis. Ensures confidentiality and compliance with privacy standards.
- **Operations Director:** Reviews aggregate survey results and approves the final action plan. Provides resources for improvement initiatives.
- **Department Supervisors:** Communicate the survey purpose to their teams, encourage participation, and support the implementation of action items within their areas.
- **All Employees:** Participate honestly and constructively. Provide feedback on workplace conditions, management, communication, and job satisfaction.
- **IT Support:** Ensures the survey platform (e.g., internal portal or third-party tool) is functional, secure, and accessible to all employees.

3.0 Core Rules & Guidelines

- Surveys must be administered at least once per calendar year, with an optional mid-year pulse survey.
- All responses must be collected anonymously. No individual identifiers (name, employee ID, direct supervisor) may be linked to responses.
- Survey results must be aggregated at the department level only if the department has five or more respondents to protect anonymity.
- Participation is voluntary but strongly encouraged. No negative consequences for non-participation.
- Survey questions must be standardized year-over-year for trend analysis, with a maximum of 20% new questions per cycle.
- Results must be shared with all employees within 30 days of survey closure, including a summary of key findings and planned actions.

4.0 Step-by-Step Workflow

1. HR Manager drafts the survey questionnaire using the approved template, ensuring questions cover key areas: work environment, compensation, management, career development, and safety.
2. HR Manager submits the draft to the Operations Director for review and approval of question content and format.
3. IT Support configures the survey platform, sets anonymity parameters, and tests the link for functionality across devices.
4. HR Manager sends a company-wide announcement via email and ShopDocs notification explaining the survey purpose, confidentiality, deadline, and link.
5. Department Supervisors hold a brief 5-minute huddle to reinforce the importance of participation and answer questions.
6. Survey remains open for two weeks. HR Manager sends a reminder at the one-week mark and again 48 hours before closing.
7. After closure, HR Manager exports raw data, removes any accidental identifiers, and performs statistical analysis (mean scores, response rates, year-over-year comparisons).
8. HR Manager presents the aggregate findings and key themes to the Operations Director and department supervisors in a closed meeting.
9. The leadership team identifies top three priority areas for improvement and assigns owners and target completion dates for each action item.
10. HR Manager creates a one-page summary of results and action plan, approved by the Operations Director, for distribution to all employees.
11. HR Manager publishes the summary via email and posts it on the ShopDocs bulletin board. Department Supervisors discuss the plan in team meetings.
12. HR Manager tracks action item progress monthly and reports status to the Operations Director. A follow-up pulse survey is conducted at six months to measure change.

5.0 Documentation & Compliance

- All survey data, analysis reports, and action plans must be stored in the HR shared drive under 'Employee Satisfaction Surveys' with year and quarter subfolders.
- Raw survey data must be retained for a minimum of three years for trend analysis and compliance purposes.
- Anonymized aggregate results may be shared with the broader leadership team, but individual responses must never be disclosed.
- Compliance is audited annually by the Operations Director, who reviews that the survey was conducted on schedule, results were shared, and action items were tracked.
- Any breach of confidentiality must be reported immediately to the HR Manager and documented in the incident log.

Regulatory Disclaimer: This document is a generic policy and workflow template. The end-user assumes all liability for validating all procedures, roles, and administrative guidelines against actual organizational structures before formal implementation.