

Brief	The policy will provide guidelines on how the coaching evaluation process will be carried out											
Purpose	To provide Management ,a tool showing the areas where employees need assistance in their daily work activities, and advice Training Department where to put more emphasis on the modules they are conducting											
Department Affected	Operations, QRM and Training Departments											
Responsibilities	<table><tr><td>Operations Personnel</td><td>be ready to be trained and have an open mind to get as much knowledge as possible</td></tr><tr><td>Immediate Superiors</td><td>be ready to train and be equipped with needed materials to conduct coaching, and ensure to seek understanding with the personnel, to impart needed learning.</td></tr><tr><td>Service Assurance Personnel</td><td>be objective in assessing the level of knowledge of the personnel and make an analysis thereof</td></tr><tr><td>Quality & Risk Department</td><td>have the analysis be included in the monthly management report</td></tr><tr><td>Training Department</td><td>to plan for recurrency training on areas having major reported concerns</td></tr></table>		Operations Personnel	be ready to be trained and have an open mind to get as much knowledge as possible	Immediate Superiors	be ready to train and be equipped with needed materials to conduct coaching, and ensure to seek understanding with the personnel, to impart needed learning.	Service Assurance Personnel	be objective in assessing the level of knowledge of the personnel and make an analysis thereof	Quality & Risk Department	have the analysis be included in the monthly management report	Training Department	to plan for recurrency training on areas having major reported concerns
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Scope	This applies to all Operations personnel											
Guidelines	<p>A) Criteria for sample size and timing</p> <ol style="list-style-type: none">Should be done monthly, on a per region basis, to have a complete analysis on all areas, covered by that locationEach Region will have at least 4 personnel for evaluation, to test all aspects discussed (Product Knowledge/Procedure Familiarity/Human Resource Orientation/Quality Management Compliance)At least 5 open ended questions, coming from the evaluation form, will be asked with the personnel, to focus on topics which needs improvement, as applicable											

	<p>B) Evaluation Proper</p> <ol style="list-style-type: none"> 1. Notify the appropriate Manager on the region where the evaluation will be conducted 2. Get the list of personnel from the same Manager and ensure to select representatives from all section of Operations 3. Inform the Manager of your chosen personnel and have them ready to be interviewed on the scheduled date 4. Get a copy of the signed Operations Coaching Checklist for the chosen personnel 5. Undergo the evaluation process, as indicated on Guideline A 6. Ensure to reorient personnel on items with concerns and do appreciate him for areas he is very knowledgeable 7. Secure an agreement with the personnel to ensure he noted what areas he needs to improve on 8. Discuss all points noted to the Manager for his feedback and reference <p>C) Report generation</p> <ol style="list-style-type: none"> 1. Compile all evaluation forms and summarize the points noted, both positive and needs improvement 2. Quantify the areas for improvement by assigning 1 point per concern noted 3. Forward the report to the location Manager, as well as Operations Management Team for the needed action and reference purposes 4. Provide quantified information to QRM Department, on or before the 5th of the following month for inclusion in the Management Report 5. Forward copies of the evaluation form, as well as the quantified report to Training Department for the needed TNA (Training Needs Analysis)