

EOS Core Process: Interview and Selection Process

Process Owner: [Person from EOS Accountability Chart]

Last Updated: [Date]

Review Date: [Next quarterly review date]

EOS Integration

Connected EOS Tools:

Related EOS Rocks: [Current quarter Rocks that improve this process]

EOS Scorecard Metrics: [Weekly numbers tracked for this process]

Accountability Chart Connection: [Which seat owns this process]

Process Overview

Purpose: Conduct fair, consistent interviews that identify the best candidates while providing positive candidate experience

High-Level Steps:

1. Prepare interview panel and materials
2. Screen and schedule qualified candidates
3. Conduct structured interviews
4. Evaluate candidates using standardized criteria
5. Make hiring decision and extend offer
6. Communicate decisions to all candidates



Core Process Detailed Steps

Step 1: Prepare Interview Panel and Materials

- Identify interview panel members and assign roles
- Review job requirements and candidate profiles
- Prepare interview questions using standardized guide
- Set up interview logistics (location, technology, scheduling)
- Brief panel on evaluation criteria and process

Step 2: Screen and Schedule Qualified Candidates

- Review applications against minimum requirements
- Conduct phone/video screening interviews
- Reference check top candidates
- Schedule final interviews with qualified candidates
- Send interview confirmation and preparation materials

Step 3: Conduct Structured Interviews

- Use standardized interview guide and questions
- Evaluate technical skills, cultural fit, and experience
- Take detailed notes on candidate responses
- Allow time for candidate questions
- Maintain professional, welcoming atmosphere

Step 4: Evaluate Candidates Using Standardized Criteria

- Complete evaluation forms immediately after interviews
- Score candidates on technical competence, cultural fit, communication
- Conduct panel debrief session within 24 hours
- Compare candidates against job requirements
- Document decision rationale for each candidate

Step 5: Make Hiring Decision and Extend Offer

- Select top candidate based on evaluation scores
- Obtain final approval from department head
- Prepare and extend job offer
- Negotiate terms if needed
- Confirm acceptance and start date

Step 6: Communicate Decisions to All Candidates

- Send timely responses to all interviewed candidates
- Provide constructive feedback when appropriate
- Maintain positive relationships with strong candidates
- Update candidate database with notes and feedback

Quality Standards & Success Metrics

Must-Have Standards:

- [] Standard 1 (measurable)
- [] Standard 2 (measurable)
- [] Standard 3 (measurable)

EOS Scorecard Metrics:

Weekly Metric 1: [Target number]

Weekly Metric 2: [Target number]

Monthly Metric: [Target number]

Accountability: HR owns process and compliance, Hiring Manager owns decision, Panel Members own evaluation

Frequency: As needed for open positions, process reviewed annually

Success Metrics: Time to hire, offer acceptance rate, candidate satisfaction, interview-to-hire ratio

Process Connections

Receives From: [Which EOS core process feeds into this one]

Hands Off To: [Which EOS core process this feeds into]

Dependencies: [Other processes or resources needed]



Tools & Resources

Required Systems/Tools:

Tool 1

Tool 2

Template/Document links

Training Materials:

Link to training video

Link to detailed SOPs (if needed)

Onboarding checklist

Troubleshooting & Common Issues

If [Problem], Then [Solution]:

Problem 1 → Solution 1

Problem 2 → Solution 2

Problem 3 → Solution 3

Escalation: [When to involve process owner or leadership team]



Process Improvement

Last Quarter's Improvements: [What was changed and why]

Current Issues to Address: [Items for next EOS Rock or Level 10 discussion]

Issue 1

Issue 2

Ideas for Next Quarter: [Potential improvements to consider]

Approval & Sign-Off

Process Owner Approval: [Name + Date]

Leadership Team Review: [Date reviewed in Level 10 or quarterly]

Next Review Date: [Align with EOS quarterly cycle]



Quick Reference Card

[One-page summary of key steps for daily use]

The 5 Key Steps:

[Step 1 summary]

[Step 2 summary]

[Step 3 summary]

[Step 4 summary]

[Step 5 summary]

Key Metrics: [2-3 most important numbers to track]

Emergency Contacts: [Who to call if process breaks down]

