*\*\*BLUE TEXT SHOULD BE REMOVED BEFORE ISSUE\*\**

***Performance Improvement Plan***

*A “performance improvement plan” (PIP) - allows employers to create a clear framework that will (hopefully) enable the employee to improve to your required employee standards. A PIP is an informal process that gives a member of your staff the full opportunity to improve before any formal disciplinary and/or capability procedures are triggered.*

*However, there’s an added bonus to implementing an PIP. If the employee ultimately fails to come up to scratch, you’ll have solid evidence that shows exactly what you did to manage the problem and help them solve it.*

*Before you initiate a PIP, you must be able to identify exactly why your employee isn’t meeting your expectations fully, e.g. poor timekeeping, missed deadlines, customer complaints, problems with technical competence or failing to follow defined processes which is resulting in errors. Once you’ve done this, identify what you consider to be acceptable performance standards. You’ll also need to decide how it will be measured once the plan is triggered - you can’t assess improvements without a yardstick to quantify them by.*

*Only meet with the employee to set an PIP when you have this information.*

*A PIP is a multi-stage process that allows you to: (1) identify the areas where an employee is under-performing; (2) set defined goals; (3) outline how you expect the required improvements be made; (4) specify what support (if any) will be provided to the employee, e.g. additional training; (5) measure future performance and success; (6) schedule reviews; and (7) agree a timeframe for improvements.*

*A clearly defined performance improvement plan allows you to outline your current concerns, expectations for the future, timescales for improvement and any support that will be provided. It’s an informal process but leaves the employee in no doubt about what they must do to avoid triggering your formal procedures.*

*A typical PIP will last anywhere between 30 and 90 days, it’s also important to schedule regular reviews in order to chart the employee’s improvement. These should take place weekly, or fortnightly, depending on the seriousness of their performance problem. Whilst these meetings should focus on all unsatisfactory areas, prioritise those that are “time-sensitive”, i.e. those that must change quickly.*

*During these meetings, apply your chosen criteria to measure their progress; go through the written comments/updates from all those involved in the PIP, e.g. mentors and line managers; provide constructive feedback and give the employee the opportunity to respond to any concerns you might have, or to raise their own.*

1. **PERSONNEL DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| Employee |  | Position |  |
| Supervisor |  | Position |  |
| Manager |  | Position |  |

1. **PERFORMANCE ISSUE(S) TO BE ADDRESSED**

*(This section should outline the performance issues to be addressed by the employee during the review period)*

|  |
| --- |
|  |
|  |
|  |

1. **PERFORMANCE REVIEW PERIOD**

Performance review period begins on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and ends on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interim reviews will be carried out \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(weekly/fortnightly delete as necessary)* commencing on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Final review will be carried out on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **PERFORMANCE STANDARDS TO BE REACHED**

|  |  |  |  |
| --- | --- | --- | --- |
| **Performance expectations**  (what needs to be achieved) | **Actions/tasks**  (How is it going to be achieved) | **Performance indicators**  (How it is going to be measured) | **Timeframe**  (action by) |
|  |  |  |  |

1. **EMPLOYEE DECLARATION**

I understand that if I fail to meet the above performance targets within the required timeframe and without good reason that I may be subject to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(insert* ***disciplinary proceedings*** *where the employee has over 2 years’ service or is contractually entitled to disciplinary proceedings or insert* ***dismissal*** *if the employee has under 2 years’ service and is not entitled to disciplinary proceedings.)*

Employee’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*\*\*(The manager is responsible for diarising and completing review(s) and completing the Review Outcome sheet below)\*\**

1. **REVIEW OUTCOME**

**Note.** If the employee’s performance was “below expectations” the reasons should be given in the Comments section.

|  |  |  |
| --- | --- | --- |
| **Performance expectations**  (what needs to be achieved) | **Actions/tasks**  (How is it going to be achieved) | **Comments**  (Meets expectations /Below expectations) |
|  |  |  |

Employee met expectations  Employee did not meet expectations 

Employee’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_