

Performance Improvement Plan

Staff Member

Joe Bloggs

Supervisor

Jane Doe

Date

01/01/2017

Overview

Summary of capability concerns/ performance shortfall

Joe has failed to meet the last 5 submission deadlines for projects set.

Support provided to date

- **Time management training delivered by L+D 01/12/2016**
- **Feedback given 05/12/2016, 10/12/2016 and 15/01/2016 focused on Joe's failure to adhere to deadlines and the actions he needed to undertake to improve.**
- **Coaching provided 06/12/2016 to support Joe's time management techniques.**
- **Joe was 'buddied up' with Jill Jones from 06/12/2016 to 12/01/2016 to share best practice.**
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Supervisors comments

Joe's failure to meet deadlines has impacted other staff members workload as I have had to assign them his unfinished tasks. As of this date we are 2 full days behind on our workload as a result.

Purpose/ intent of this Performance Improvement Plan

Joe must manage his time more effectively by implementing the time management methodology trained out to my team immediately.

Within the term of this PIP, Joe must meet all 10 of his submission deadlines. He has managed to do this before, and his colleagues who perform the same role are capable.

Initial Performance Agreement

Actions(s) to improve performance/ capability	How will this be measured?	Support to be provided	
<ul style="list-style-type: none"> Start to plan out the day's activities at 9:00 each day on the 'to do' sheet provided and had this in at 17:00 fully completed. Produce a utilisation matrix as shown in training and identify areas where time is being wasted with manager. Track breaks using a time provided and ensure no more than 45 mins per day is spent offline (excluding lunch etc). 10 submissions over the next 20 working days requires a submission rate of 1 per 2 days. 	<ul style="list-style-type: none"> Submit a completed 'to do' list at the end of every day and update manager with anything not completed and reasons. Completed no later than 07/01/2017 Monitored by manager. Joe will track his submission rate for regular review. 	<ul style="list-style-type: none"> Manager to provide 'to do' book. Once reviewed, support will be provided if necessary. Timer provided on desktop. N/A 	
Agreed term of PIP	1 Month	Agreed date for next review	1 Week from today (07/01/2017)
Staff Member Sign		Supervisor Sign	
Date	01/01/2017		



Ongoing Performance Assessment

Progress against actions set	Comments/ Support Provided	Further actions(s) to improve performance
<ul style="list-style-type: none"> Of the last 5 working days, Joe has submitted 4 completed 'to do' sheets. Joe has produced a utilisation matrix and we have reviewed it together. I have attached Joes break times. Of the last 5 working days, Joe has adhered to the 45 minute target 4 out of 5 days. Joes submissions should total 2 full and 1 part completed. He has submitted 1 full case. 	<ul style="list-style-type: none"> Sheets were provided at the start of the week. Joe states that he was unable to complete a sheet for Friday due to losing the paper. Having reviewed the matrix, I have moved some tasks delegated to Joe to others. On Friday, breaks were over by 15 minutes. Joe states that this was an error due to not using his timer. This may have been affected by the delegated activity, but I am concerned that this could have been done on Friday if the above actions had been followed. 	<ul style="list-style-type: none"> If you cannot find a 'to do' sheet you inform your manager at the start of the day and/or fill out a blank sheet rather than not recording your activity. N/A N/A Joe will now need to complete 4 submissions in the next 5 days. Deadline for this will be the next review of the PIP.
Agreed date for next review		1 Week from today (14/07/2017)
Staff Member Sign	Supervisor Sign	Date
		07/07/2017

Note: Supervisor – Add copies of this page as required.



Ongoing Performance Assessment

Progress against actions set	Comments/ Support Provided	Further actions(s) to improve performance
<ul style="list-style-type: none"> Of the last 5 working days, Joe has submitted 5 'to do' sheets Joes break times have been within his 45 minute target every day this week Joes submissions over the last 5 days have totalled 4 completed cases and 1 part completed case 		
Agreed date for next review		1 Week from today (21/07/2017)
Staff Member Sign		Supervisor Sign
		Date
		14/07/2017

Note: Supervisor – Add copies of this page as required.



Summary

Have the objectives set been achieved?

Joe has followed the time management methodology and has achieved a total of 12 submissions, achieving his target.

How will the agent sustain performance?

Joe will now commit to building the PIP actions into his normal working days and if something comes up that may negatively impact his workflow, will raise it with his manager.

Supervisors Comments/ Next Steps

Great work Joe, I happy for you to come off your PIP, keep going with your to do sheets!

Signed Agent

Signed Supervisor

Date

