

NPS PERFORMANCE IMPROVEMENT PLAN

Introduction

To provide consistency in dealing with discipline and performance issues, this document has been outlined to assist Team Leaders in carrying out progressive discipline process to address employee performance or behavioural issues. Using a consistent format in addressing these issues will ensure that everyone involved has a clear understanding of expectations.

Progressive improvement plan is a way to correct regular employee's unsatisfactory performance or inappropriate behaviours so that the severity of the discipline progresses with the continuance of performance or behavioural issue. This does not only provide an opportunity for employees to immediately correct an issue before it becomes too severe but also provides Virtual Done Well with performance related documentation.

Objectives

Performance improvement plan is in place to:

- Improve and sustain desired performance results of each employee
- Provide information on the steps and requirements necessary to effectively apply discipline
- Provide a timetable outlining the dates by which improvement will be necessary
- Provide statements of consequences that will occur if required improvement is not achieved

Definition of Terms

VDW – Virtual Done Well

NPS – Net Promotor Score given by client to servicing Virtual Assistant

TL – Team Leader

HR – Human Resource

Failing score – 6 and below

WW – Written Warning

Process

1. An employee who receives a failing NPS score will be enrolled immediately to Progressive Improvement Plan using the annexed template letter for documentation.
2. Team Leader will issue Performance Improvement Plan letter to VA. VA to affix signature to signify acknowledgement and TL will countersign the document. Document shall be

forwarded to HR Officer for filing in personnel's file. TL to keep a tracker of PIP enrolment and progress of performance.

3. Virtual Assistant shall undergo series of coaching sessions from direct TL of at least twice per week until VA graduates from the program.
4. Failure to improve performance while enrolled in the program will result to a disciplinary action up to and including termination as described in scenarios 5 & 6 of the table below.
5. VA will be removed from the program only after attaining a passing NPS score for two consecutive months. See scenarios 1 & 4 on the table below.
6. If the VA failed his/her NPS score within six months after being removed from the program, VA will be recommended for replacement (see scenario 2 & 3 of the table below). It is the discretion of the Employer whether to retain the employee for a second opportunity.

Sample Scenarios:

Scenario	1st Month	2nd Month	3rd Month	4th Month	5th Month
1	Failed; Enrolled	Pass	Pass/Graduate		
2	Failed; Enrolled	Pass	Pass/Graduate	Failed; For Replacement	
3	Failed; Enrolled	Failed/WW	Pass	Pass/Graduate	Failed; For Replacement
4	Failed; Enrolled	Pass	Failed/WW	Pass	Pass/Graduate
5	Failed; Enrolled	Pass	Failed/WW	Pass	Failed; Termination
6	Failed; Enrolled	Failed/WW	Failed; Termination		

Resignation in Lieu of Involuntary Termination

In cases where the performance improvement process leads to termination, employee being terminated may request the option of resigning in lieu of being involuntarily terminated. This option must be raised by the employee only. The management can consult with HR Officer and Labour Relations before making a determination to accept a resignation in lieu of involuntary termination, but the decision to accept the resignation is solely at the discretion of the management. In making these determinations, managers and HR Officer need to consider the gravity of the infraction, the impact of the behaviour upon VDW employees and whether it is in the best interest of the company.

Performance issues that should not be considered for resignation are major policy violations such as abandonment of duty, gross neglect of duty, insubordination, conflict of interest and breach of trust and or confidentiality. This is not an all-inclusive list. HR Employee and Labour Relations must be consulted in these situations.