**Action Plan:**

We will structure the Action plan in the following way:

Checklists. performance reviews and appraisals

KPIs, performance reviews and appraisals help employees know how they have been doing and what further development or training they need to do to improve. Reviews should be available to all staff. Use the  performance and development agreement plan to outline our employee's expected performance standards and goals as well as skills improvement.

Objectives give employees focus and appraisals make them feel that their good work is recognised. We can also discuss any weaknesses or problems and identify solutions together.

A big part of successful performance reviews and appraisals is being able to communicate well with your staff.  Use our [communication skills for managers](http://www.business.vic.gov.au/hiring-and-managing-staff/staff-management/communication-skills-in-the-workplace-for-managers) to help.

Processes

The most effective way is to have a combination of structured face to face discussions with diary notes quarterly then half yearly reviews with a full review at the end of the year. In conducting a performance review you should:

* ask the employee to rate themselves
* provide a written performance review to the employee
* make sure that you can back up any positives and negatives with specific examples
* conduct a review meeting within 48 hours of the written performance review
* note and file any employee comments and then ensure that the final version goes on file.

We can implement the following Material:

# JOB PERFORMANCE APPRAISAL

**PRIVATE AND CONFIDENTIAL**

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| --- | --- | --- | --- | --- | --- | --- |
| **EMPLOYEE DETAILS** | | | | | | |
| **Name** |  | | | | | |
| **Position** |  | | | | | |
| **Years/months employed in this position** | | | |  | | |
| **Date of this review** | |  | | | **Date of next review** |  |
| **Reviewer (name and position title)** | | |  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **PROGRESS TOWARDS GOALS IDENTIFIED IN LAST PERFORMANCE REVIEW (IF APPLICABLE)** | | | |
| **Goal** | **Action taken** | **Completed?** | **Comments** |
|  |  |  |  |
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| **EMPLOYEE COMMENTS AND OPPORTUNITY TO EVALUATE OWN PERFORMANCE** |
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This is the outlines for management to follow:

Choosing KPIs

The areas you choose to measure should relate directly to the core activities of your business. The performance indicators you choose will differ depending on your specific business type, operations and industry. For example, KPIs may be used to measure such areas as:

* unit sales
* profit per item
* product quality
* customer service
* time required to complete tasks
* customer referrals
* staff turnover.

Measure KPIs over time

KPIs should allow you to set measurable and achievable goals for improving core business activities. After introducing a method for examining and recording KPIs, make sure you maintain records of your results so that you can track performance over time.

Revision and review of agreed KPIs

If you regularly reconsider your performance indicators alongside the ongoing development of a business plan, you'll find your KPIs are more likely to stay aligned with your changing business requirement.