

# PERFORMANCE IMPROVEMENT PLAN

Official Documentation - Confidential

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Status: ACTIVE

Issue Date: September 10, 2025

Progress: 75%

Effective Period: 2025-08-11 to 2025-09-24

Days Remaining: 14

Review Period: 30 days

## I. EMPLOYEE INFORMATION

Employee Name:

Robert Thompson

Employee ID:

emp-007

Department:

Support

Position/Title:

Customer Support Rep

Company:

company-18

Direct Supervisor:

Performance Management Team

HR Representative:

Automated HR System

## II. PERFORMANCE ANALYSIS

Current Performance Score: 78% (Below Acceptable Threshold)

Initial Baseline Score: 63%

Required Performance Target: 78%

Improvement Required: 0%

Current Improvement Rate: +23.81%

### Identified Performance Deficiencies:

- Consistent performance below company standards (70% minimum)
- Insufficient task completion rate and quality metrics
- Limited progress in skill development and competency areas
- Need for improved time management and productivity

## III. PERFORMANCE IMPROVEMENT OBJECTIVES

1. Achieve 75% average performance score

Timeline: Ongoing throughout PIP period  
Measurement: Weekly performance reviews and metrics

**2. Maintain 70% utilization rate**

Timeline: Ongoing throughout PIP period  
Measurement: Weekly performance reviews and metrics

**3. Complete all assigned tasks on time**

Timeline: Ongoing throughout PIP period  
Measurement: Weekly performance reviews and metrics

**4. Attend weekly coaching sessions**

Timeline: Ongoing throughout PIP period  
Measurement: Weekly performance reviews and metrics

## **IV. SUPPORT PLAN & RESOURCES**

### **Coaching and Development Plan:**

Weekly 1:1 sessions with manager, bi-weekly skill training, daily task reviews

### **Additional Support Resources:**

- Weekly one-on-one coaching sessions with performance specialist
- Access to professional development training materials
- Skill assessment and personalized improvement recommendations
- Regular feedback and progress monitoring
- Peer mentoring and best practice sharing opportunities

## **V. SUCCESS CRITERIA & MEASUREMENT**

### **Quantitative Measures:**

- Achieve performance score of 78% or higher
- Maintain consistent performance for minimum 2 weeks
- Complete 100% of assigned tasks within deadlines
- Show measurable improvement in quality metrics

### **Qualitative Measures:**

- Demonstrate improved initiative and problem-solving
- Show active engagement in coaching and development
- Display positive attitude toward feedback and improvement
- Collaborate effectively with team members and supervisors

## VI. CONSEQUENCES OF NON-COMPLIANCE

Failure to meet the objectives outlined in this Performance Improvement Plan may result in:

- Extension of the PIP period with modified objectives
- Transfer to a different role more suited to current skill level
- Demotion with corresponding adjustment to compensation
- Termination of employment in accordance with company policy

### IMPORTANT:

This Performance Improvement Plan is not disciplinary action but rather a supportive tool designed to help you succeed. However, it is a formal document that becomes part of your employment record. Your commitment to this process is essential for a successful outcome.

## VII. REVIEW SCHEDULE

### Scheduled Review Meetings:

Week 1.5714285714285714: 8/22/2025  
Week 3.142857142857143: 9/2/2025  
Week 4.714285714285714: 9/13/2025  
Week 6.285714285714286: 9/24/2025  
Final Review: 9/24/2025 (PIP Conclusion)

## VIII. ACKNOWLEDGMENT

By proceeding with this Performance Improvement Plan, all parties acknowledge:

- The employee has received and understands this PIP document
- The objectives and timeline have been clearly communicated
- Support resources and coaching will be made available
- Regular progress reviews will be conducted as scheduled
- This process is designed to support employee success

### SIGNATURES

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_





