

Performance Improvement Plan (PIP) Report

Employee Name:	Jane Doe
Position:	Customer Service Specialist
Department:	Client Relations
Manager:	John Smith
PIP Start Date:	2024-05-01
PIP End Date:	2024-07-31

1. Purpose

This Performance Improvement Plan (PIP) is issued to address performance deficiencies and provide support to help the employee meet job expectations.

2. Areas of Concern

- Repeated delays in responding to client emails.
- Failure to meet monthly ticket closure targets.
- Inconsistent documentation of client interactions.

3. Improvement Goals & Expectations

- Respond to all client emails within 24 hours.
- Close at least 95% of assigned tickets each month.
- Ensure 100% documentation for all client interactions in the CRM.

4. Action Plan and Support

- Weekly one-on-one coaching sessions with direct supervisor.
- Training on time management and CRM usage by 2024-05-10.
- Mid-point progress review at end of June 2024.

5. Progress Monitoring

- Performance to be reviewed weekly and feedback provided.
- Documented updates on progress and challenges.

6. Consequences of Non-Improvement

Failure to make adequate improvement by the PIP end date may result in further disciplinary action, up to and including termination of employment.

7. Signatures

Employee:	_____ _____ _____ _____	Date: _____
Manager:	_____ _____ _____ _____	Date: _____
HR Representative:	_____ _____ _____ _____	Date: _____

Important Notes:

- PIP is a formal process; ensure clear communication and documentation at each step.
- Outline specific, measurable, achievable, relevant, and time-bound (SMART) goals.
- PIP should be designed as a support tool, not merely as a disciplinary measure.
- Both employee and management should acknowledge and agree on the plan details.

- Confidentiality and professionalism must be maintained throughout the process.