



Improvement Action Plan - Example

Employee :		Department:	
Manager :		Site :	
Reason :		Date/Time :	
<u>Key areas of concern</u>			
<ul style="list-style-type: none"> • Performance – KPI's/Targets • Absence – Level of Sickness in the last 6/12 months • Customer Complaints • Insubordination - Following Reasonable Management Instructions • General Attitude and Behaviour 			
<u>Specific actions</u>			
<ul style="list-style-type: none"> • Performance – [insert actual achieved against KPI's/Targets] • In the past 6/12 months your absence has been [insert actual dates or absence] • Details of complaints • Detail request that has not been completed include dates when request made • Examples of unacceptable attitude and behaviour displayed 			
<u>Implications of actions</u>			
<ul style="list-style-type: none"> • Effect on the team, department & customers • Effect on the level of service provided to the customer • Effect on the trust between employee and employer when you fail to follow a reasonable instruction resulting in the trust being broken when you say you have carried out this instruction when you have not • No adherence to Company values and expectations on general behaviour 			
<u>Improvement required including timeframe</u>			
<ul style="list-style-type: none"> • Achievement of company expected standards for performance KPI's, absence, no complaints received and to follow management instructions. • Issued an Improvement Action Plan in line with role KPI's for 4 weeks beginning tomorrow and reviewed throughout and at the end of the objective period. • Absence not to reach 5 occasions in a rolling 12 month period or no more than 1 period in a rolling 3 month period. This will be reviewed at 3 and 6 month intervals. • No customer complaints to be received. This will be reviewed in 3 months time. • Do as you say you will. If you do not understand any requests, ask for clarification. If for whatever reason you cannot then tell your manager immediately. This will be reviewed at 3 and 6 month intervals. • Behaviour and attitude to be in line with Company Values and expectations. <p>All of the above needs to take immediate effect and will be reviewed on X date.</p>			
<u>Training and Support</u>			
<u>What</u>	<u>By When</u>	<u>By Who</u>	
Attendance at X Course	Date of Course	Individual to attend	
Coaching on a procedure	Within 2 weeks	Manager	
Job Shadow X person	2 days in next 4 weeks	Individual	
<u>Employee's comments</u>			