Improvement Action Plan - Example

Employee :		Department:	
Manager :		Site :	
Reason :		Date/Time :	

Key areas of concern

- 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

Specific actions

- 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

Implications of actions

- 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

Improvement required including timeframe

- 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.

All of the above needs to take immediate effect and will be reviewed on X date.

Training and Support

What	By When	By Who
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

Employee's comments