

STANDARD OPERATING PROCEDURE

How to run a performance improvement plan (PIP)

Version: Generated:

Overview

This SOP outlines the process for implementing a Performance Improvement Plan (PIP) to address and enhance an employee's performance in alignment with organizational standards and objectives. It ensures that the process is conducted fairly, consistently, and in compliance with company policies and employment laws.

Steps

1 Identify The Need For A PIP

The immediate supervisor or manager should identify performance issues that warrant a PIP. These issues should be documented and based on objective criteria such as missed deadlines, quality of work, or failure to meet established goals. Ensure that the need for a PIP is consistent with company policies and employment laws.

2 Gather Documentation

The HR Manager, in collaboration with the immediate supervisor, should gather all relevant documentation that supports the need for a PIP. This includes previous performance reviews, records of any informal discussions or warnings, and any other relevant performance data.

3 Draft The PIP Document

The HR Manager should draft the PIP document, which includes specific performance issues, expected improvements, a timeline for achieving these improvements, and the consequences of not meeting the expectations. The document should be clear, concise, and actionable.

4 Review The PIP With Legal And Compliance

The HR Manager should review the PIP document with the Legal and Compliance team to ensure it adheres to employment laws and company policies. This step is crucial to avoid any legal repercussions and ensure fair treatment of the employee.

5 Conduct A Meeting With The Employee

The immediate supervisor, along with the HR Manager, should conduct a meeting with the employee to discuss the PIP. During this meeting, clearly explain the performance issues, the expectations, and the support available to help the employee improve. This meeting should be conducted in a private and respectful manner.

6 Implement The PIP

Once the employee acknowledges the PIP, the immediate supervisor should implement the plan. This includes providing necessary resources, training, or mentorship to support the employee's improvement efforts. Regular check-ins should be scheduled to monitor progress.

7 Monitor Progress

The immediate supervisor should monitor the employee's performance throughout the PIP period. This involves regular feedback sessions and documenting progress. Any deviations from the plan should be addressed promptly.

8 Conduct Mid-Point Review

Halfway through the PIP timeline, the immediate supervisor and HR Manager should conduct a formal review with the employee to assess progress. Adjustments to the PIP can be made if necessary to better support the employee's improvement.

9 Final Review Meeting

At the end of the PIP period, the immediate supervisor and HR Manager should conduct a final review meeting with the employee. Discuss whether the performance goals have been met and determine the next steps, which could include successful completion of the PIP, extension of the PIP, or other actions as per company policy.

10 Document Outcomes

The HR Manager should document the outcomes of the PIP process, including the final decision and any feedback provided to the employee. This documentation should be stored securely in the employee's personnel file.

11 Follow-Up Actions

Based on the outcome of the PIP, the HR Manager should ensure that any follow-up actions are taken, such as updating performance records or implementing further training. If the PIP was not

successful, ensure that any subsequent actions comply with company policies and legal requirements.