# Performance Improvement Plan (PIP) Sample Memos

## Initial Notification of Unsatisfactory Performance and Scheduling First PIP Meeting

DATE: August 15, 2022

TO: Jesse Doe, Human Resources Administrative Clerk 1

FROM: Jean Plain, Supervisor

SUBJECT: **Unsatisfactory Performance Notification**

Recent workplace observations, assessments, and other relevant information have caused concern regarding your job performance. I have scheduled a meeting on August 22, 2022 at 10:00 am in Conference Room 101. This meeting is to discuss your current job performance and identify means for improvement.

Specific areas of concern include:

* The level of errors on submitted timesheets. Your submitted timesheets have a minimum of four errors. Timesheets should be submitted with no more than an occasional incidental error (typically, one or two per year).
* Payroll has been submitted more than one day late three times out of the past two months. Payroll must be submitted on time to ensure paychecks are timely for employees.
* Not meeting call volume expectations. Your supervisor has reported an average of twenty dropped calls per week. Employees similarly situated have no more than 1-2 dropped calls per week.
* You have now failed your certification exams three times, resulting in an inability to be certified. Certification is essential to proper job function.

Your performance in these areas is especially concerning because of the impact your position has on the timeliness and accuracy of our payroll. Because of your inability to meet the expectations of the position, employees have not always received their paychecks on time, and your co-workers have been burdened with the additional work of submitting Payroll Adjustment Forms.

We met with you on April 1, 2022, to review your position description and explain your position’s necessary skills and abilities. We also ensured you attended City Payroll 101 on May 6, 2022, and Time Management Skills on May 15, 2022.

You remain a valuable member of our department. Please see the attached information about our Employee Assistance Program, which is available if needed.

Also, please be aware that you are entitled to association/union representation if you so desire.

cc: Human Resources, Department Head, Union/Association Representative

## Performance Improvement Plan Memo, Follow-up after Several Meetings

DATE: October 7, 2022

TO: Jesse Doe, Human Resources Administrative Clerk 1

FROM: Jean Plain, Supervisor

SUBJECT: **Performance Improvement Plan**

A meeting was held on August 22, 2022 at 10:00 am in Conference Room 101. You and I, [Name of Association/Union Representative] and [Name of second supervisor] attended. In this meeting, we discussed your current job performance and identify means for improvement. You received a copy of your Performance Improvement Plan (PIP) on August 28, 2022. We also met on September 10 and September 24, 2022, to discuss your progress.

Specific areas of concern that were discussed included:

* The unacceptable level errors on submitted timesheets; your submitted timesheets have a minimum of four errors. Timesheets should be submitted with no more than an occasional incidental error (typically, one or two per year).
* Payroll has been submitted more than one day late three times out of the past two months. Payroll must be submitted on time to ensure paychecks are timely for employees.
* Not meeting call volume expectations. Your supervisor has reported an average of twenty dropped calls per week. Employees similarly situated have no more than 1-2 dropped calls per week.
* You have now failed your certification exams three times, resulting in an inability to be certified. Certification is essential to proper job function.

Your performance in these areas is especially concerning because of the impact your position has on the timeliness and accuracy of our payroll. As a result, of your inability to meet the expectations of the position, employees have not always received their paychecks on time, which has burdened your co-workers with the additional work of submitting Payroll Adjustment Forms.

Please see the updated PIP, which indicates your progress in the PIP process. Please note that you attended Payroll Processing training on September 27. Our next meeting is scheduled for October 14 at 10:00 am and I will continue to monitor your performance. We will continue to meet every two weeks until you can meet all expectations of the position, or until the six-month PIP period has expired.

Please be advised that if you fail to follow this plan for improvement (including failure to adhere to directives or failure to meet expectations in the required timeframe), you will face discipline, up to and including discharge or removal from the position. If you have any questions concerning this letter and the directives listed above, please ask; otherwise, I will assume that you have understood and will comply with everything indicated in this letter. I am again attaching an EAP letter for your information.

cc: Human Resources, Department Head, Association/Union Steward