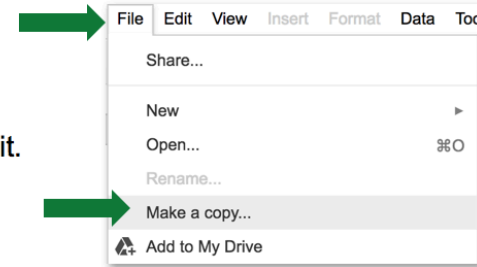


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Performance Improvement Plan (PIP) Template Example

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Employee	Carmen Robertson
Job Title	Customer Support Representative
Department	Client Services
Manager / Supervisor	Devon Gomez
Plan Date	MM/DD/YY

Improvement Areas and Expectations

Category	Description
Improvement Areas	Response time to customer inquiries, adherence to company communication guidelines
Expected Performance Standards	Respond to support tickets within 24 hours and maintain a 95% customer satisfaction rating
Impact of Performance Gaps	Delayed responses cause decreased customer satisfaction and increased escalation cases

Previous Feedback and Support	Provided coaching on email response structure and call-handling techniques
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Development Support and Resources

Category	Description
Available Company Resources	Internal customer service training, knowledge base, call script templates
Technology and Tools Needed	CRM system access, customer analytics dashboard
Manager/Team Support	Weekly check-ins with manager, peer coaching from senior representatives
Time Allocation	One hour daily for skill improvement and training
Potential Roadblocks	Difficulty managing high ticket volume, inconsistent adherence to scripts

Training, Education, and Certification Costs

Category	Description	Estimated Cost
Required Job-Specific Training	Advanced customer service techniques workshop	\$500.00
Compliance and Regulatory Certifications	Call handling compliance training	\$200.00
Skill Remediation Programs	Personalized coaching sessions with senior representative	\$300.00
One-on-One Coaching or Counseling	Conflict resolution training	\$250.00
Technology and Tools Needed	CRM reporting module training	\$150.00

Performance Goals (SMART)

SMART	Goal	Timeframe
Specific	Reduce average customer response time from 48 hours to 24 hours	Three months
Measurable	Achieve a 95% customer satisfaction score on feedback surveys	By the end of the PIP
Achievable	Utilize training resources and team support to improve service efficiency	Ongoing
Relevant	Directly impacts customer experience and retention	Immediate business need
Time-Bound	Meet all improvement targets by the final review date	Three-month evaluation

Action Plan

Improvement Activity	Target Date	Owner	Status
Skill Training/Coaching	MM/DD/YY	Employee	In Progress
Job Shadowing/Mentorship	MM/DD/YY	Senior Support Representative	Not Started
Process Adherence Check	MM/DD/YY	Manager	Scheduled
Behavioral Adjustment/Soft Skills	MM/DD/YY	Employee	Not Started
Performance Review	MM/DD/YY	Manager	Pending
Next Review	MM/DD/YY	Manager	Pending

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Success Metrics and Evaluation

Metric	Description	Measurement
Key Performance Indicators (KPIs)	Response time, first-call resolution rate, customer satisfaction	Weekly and monthly reports
Behavioral Improvements	Active listening professionalism in customer interactions	Call and email quality audits
Performance Review Schedule	Formal review at the three-month mark, biweekly check-ins	Manager evaluations
Feedback Collection Methods	Customer surveys, peer feedback, manager coaching sessions	Survey data and review reports

Performance Outcomes

Outcome	Description
Successful Completion	The employee met all improvement targets, and no further action was required
Partial Improvement	The employee showed progress but did not fully meet expectations; extended coaching required
Unsatisfactory Progress	The employee did not meet improvement standards; further action required

Review and Acknowledgement

Reviewed By	Employee
Title	Customer Support Representative
Name	Carmen Robertson
Date	MM/DD/YY
Reviewed By	Manager / Supervisor
Title	General Manager
Name	Devon Gomez
Date	MM/DD/YY

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