

CHECKLIST FOR PERFORMANCE IMPROVEMENT PLAN

	Condition	Supporting Documentation or Evidence	Action
1	Are the associate's role accountabilities and duties clearly defined?		
1.2	Have these been clearly communicated to the associate and regularly reinforced?		
2	Does the associate have clear input, process and output KPIs, targets, goals, milestone plans and/or deadlines?		
2.1	Have these been clearly and regularly communicated to and discussed with the associate?		
3	Are there clear and comprehensive MSOPs for the role?		
3.1	Have these been clearly and regularly communicated to the associate?		
4	Is it clear not only what the associate has to do but how – conduct as well as performance?		
5	Are the associate's KPIs, targets, plans and MSOPs fair, reasonable, achievable and equitable?		
5.1	Are they also relevant to the department and business?		
5.2	Are they sufficiently challenging?		
6	Is the associate on target and meeting all other MSOP?		
6.1	Is the associate marginally or significantly 'off track'?		
7	Has the associate had regular feedback on their own performance?		
8	What data, information and insight are provided to measure the associate's input, process and output KPIs at appropriate time intervals?		
8.1	Are these adequate?		
9	What resources (time, workforce, equipment, etc.) does the associate have to do the job?		
9.1	Are these adequate?		

10	What training has the associate had to build their capability to do the job?		
10.1	When was this last refreshed?		
11	What (career) experience does the associate have to do the job?		
12	What coaching has the associate had from the manager or a 'buddy' to help them 'raise their game'?		
13	Has the associate been advised of the possible consequences of not meeting target or MSOP?		
13.1	How and when?		
14	Is there any underlying reason that could explain any poor performance (health, domestic, personal, etc.)?		
14.1	Have we discussed this possibility with the associate?		
15	What else had been done to help the associate meet expectations and 'raise their game'?		
16	What else could or should have been done to help the associate meet expectations and 'raise their game'?		