



Employee Remediation Process	Subject: How to work with a team member to identify below level job performance, or unacceptable behavior on the job; and allow the them the opportunity to rectify and improve themselves
Issue Date: March 21, 2011	Contact: Mr/Mrs Owner

STEP 1

I. Purpose

1. To have an identified process that creates an opportunity for a supervisor to meet with a team member whose performance or behavior is below expectations. The process allows for specific identification of problem areas and allows the team member to identify and write up their action plan to rectify and improve the performance by improving specific areas of deficiency.
2. Allows supervisor to be specific about what problems are at fault.
3. Identified process allows all participants to be clear about what expectations are.
4. Process while stunning at first to team member allows them an opportunity to change their behavior or performance to bring their performance within the expectations of their job, their manager and the company.

II. Scope

1. Supervisor writes up written report following the format of the attached remediation report.
2. Team member and supervisor meet to discuss the report item by item.





3. The team member agrees to write up an action plan to rectify and improve the problems identified by the supervisor.
4. The initial report is signed by both the supervisor and the team member
5. The action plan is due within a week after the initial meeting. The action plan is presented by the team member to the supervisor.
6. Both the team member and the supervisor sign the action plan.
7. A meeting is set up 30/60/90 days after agreement to action plan to review achievement of action plan.

III. Storage of Documentation

1. Send originals of all signed remediation reports and actions plans to HR director for placement in appropriate file.
1. Never deviate from this process, to insure you are not discriminating in how this process is used.





STEP 2

Meeting with _____ (Team Member) Date: _____

Purpose of the Meeting: To seek improvement in job performance by _____

Specific areas of performance that are not meeting expectations/need to be improved:

- 1) Failure to properly utilize estimating format. This prevents easy conversion into job scopes that can be handed off to project managers to perform the scope of work bid.
- 2) Quantity of bids submitted monthly are below mutually agreed upon goals
- 3) Failure to regularly report number of bids submitted and number of bids landed to the owner
- 4) Failure to submit report of business development contacts to general contractors for opportunities to bid new projects
- 5) Very low commitment to identified plan to follow-up on jobs bid as indicated by lack of information provided to the owner on project status
- 6) Very low number of follow up conversations with GC's to review scope of bid
- 7) Early departure from office many days is unacceptable given failure to meet many objectives of the position..
- 8) Hours of work at ProCoat each week are not commensurate with level of compensation paid.

Action Plan:

Please write up a plan by (date-no later then 7 days from date of the meeting) , and present to (Owner) that day, outlining action steps you will take to improve your performance; when these actions will begin to take place; and what the expected outcome of your plan will be. Thank you.

 Team Member Date

 Supervisor Date





STEP 3

Action Plan to meeting with ____ (supervisor/owner) on _____ (date)

1. I will set and enter all estimates in accordance with the firms preferred estimating software. I will setup all estimating information to be handed off to project managers in the agreed upon format to allow them to understand the scopes of work so they can easily set a plan to accomplish the work.
2. I will raise the number of bids, to meet the mutually agreed upon number of bids I submit to general contractors each month, starting this month.
3. I will report weekly to the owner the number of bids I submit and a the number of bids successfully landed. I will provide a list of the names of each and the dollar volume of work associated with each bid.
4. I will provide a list of development contacts each week to _____ (owner/manager). My list will include company name, name of key contact, contact information (for the data base) and what projects we will have the opportunity to bid in the near future.
- 5) I will provide a list of followup calls I make on bids and update the _____ (owner/manager) on the status of those bids by Friday of each week.
6. I will provide an update of projects I have scoped with the general contractor and what our probability of success are on those jobs based on feedback.
7. I will meet all mutually agreed upon goals and responsibilities of my position to align my performance with my working hours and level of compensation.





8. I submit to meet with ___owner/manager at 30/60/90 days after this plan begins to measure my improvement in my job performance.

Team Member Date

Supervisor Date

