

# Performance Management

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Student's Name  
Institutional Affiliation:



# Part A: Performance Appraisal Clichés

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1. From the last evaluation, your productivity has been low. I know you are mindful of the organization's aim on production and comprehend the need for aligning your benefit levels with the organization's level.
2. You have showed the capacity to function and relate well with people in the organization since your colleagues have provided positive comments about your relationship with them.
3. Although you have attained an undergraduate degree in your field of study, your skills need to be enhanced through furthering education and taking short courses in order to be at par with the changing needs of the industry.
4. You have a history of solid occupation execution yet of late your job outcome has not been fulfilling. I know you have the ability to do better but you appear to fail to accomplish the high benchmarks of the past.
5. Your performance has not been up to par recently. This calls for a probation period where you will need to convince me that you can do better before I begin giving you more responsibilities.

## Part B: Developing a Performance Improvement Plan (PIP).

PERFORMANCE STANDARD	PERFORMANCE ISSUE/CONCERN	ACTION AND/OR SUPPORT PROVIDED (e.g., training, retraining)	DEADLINE FOR ATTAINING GOAL	DESIRED OUTCOME (List results and/or accomplishments and completion/attainment date you expect)
Error Rate	Slip rate of representative was 2.5% higher than division normal	Close monitoring and supervision to ensure that she discovers the causes of errors and rectify them Encouraging and supporting Maria to finish her CPA and obtain her designation in order to improve her accounting skills	6 months from date of this PIP	Reduction of the slip rate to the department's normal rate or lower
New accounting Software	Maria has difficulties in learning the new accounting software therefore slowing her performance	Training Maria to learn the new accounting software. The training to be done by colleagues who know how to use it.	2 weeks from the day of this PIP	Timely preparation of weekly reports
Timeline of all reports	5% of Maria's weekly reports are late	Training on time management and effective and timely production of weekly reports	1 week from the day of this PIP	Timely production of weekly reports

1. Providing Performance Improvement Plan (PIP) to Maria is an appropriate solution as it will ensure that she improves her execution standard at work. This is with regard to the account that PIP can be utilized by the firm to determine and ensure that her performance is at par with the expectations of the organization. PIP will enable her to gain more skills that are essential to achieving the objectives of the accounting department and organization as a whole. PIP can also be used to focus on her advancement purposes.
2. Juan can convince Maria to get her CPA designation through guiding and counseling. He can call Maria in his office, inform her about the benefits that CPA designation gives to accountants, and advise her to continue with her CPA stages and complete them in order to be designated. Juan can also take the rough step and force Maria to get her CPA designation. She can do this by implementing a policy that requires all accountants in the accounting department to get CPA designations within a certain time frame in order to continue working for the company and ensure that the objectives of the company are met.
3. As seen in the case, Maria has three problems that need to be addressed in order to improve her performance. She has a high error rate, takes a long time to learn the new accounting software, and delivers a portion of her weekly reports late. Ensuring that all these are addressed will make Maria perform and produce results that the organization requires. This can be done through appropriate training, coaching, monitoring, supervision, and getting her CPA resignation. The accounting software is easy to learn and might take 2 weeks, training on time management and efficiency to ensure delivery of reports in a timely manner would require only 1 week, and reducing error rate will take 6 months as it will involve finishing of CPA.