

Hannah Mercer
Operations Manager
Employer HR file

Date: 14 July 2026
Our Reference: MPPR/5032E66D
Document Type: HR record

PIP Progress Review Record

1. BACKGROUND

Hannah Mercer, employed as Operations Manager at HRHeaven QA Sample Employer, is currently undertaking a Performance Improvement Plan (PIP) to address specific performance objectives related to supplier escalations, inventory accuracy, and handover documentation.

The PIP aims to support Hannah in meeting the expected standards for her role through structured reviews and targeted support.

This document summarises the third formal progress review held to assess developments and agree next steps in the ongoing PIP process.

2. OBJECTIVES

The key objectives under review during this third progress meeting included:

- Improvement in the management and resolution of supplier escalations.
- Enhancement of inventory accuracy within operational processes.
- Completion and quality of handover documentation.
- Consideration of adjustments made to archived task boards and the impact on supplier responses.

Performance Improvement Plan

Area for Improvement	Required Standard	Measurement	Review Date
Not recorded	Not recorded	Not recorded	Not recorded

Any changes to the facts, decisions, actions, evidence, responsibilities or review dates should be agreed in writing and recorded as an amendment to this document.

HR RECORD DETAILS

Employee
Hannah Mercer

Role
Operations Manager

Case type
Monitor PIP Progress

Reference
HRA-5032E66D

KEY DATES

Completed
14 July 2026

First review
04 April 2025

REVIEW CONTROL

Review dates, standards and measurements should remain clear, measurable and recorded in writing.

Attachments: PIP support plan | Review schedule | Amendment log

Continued

PIP Progress Review Record

3. SUPPORT

Support provided to Hannah includes interim coaching focused on the agreed objectives.

Additional resources or guidance have been made available as needed, with an emphasis on collaborative problem-solving and feedback incorporation.

Ongoing communication with Hannah has been maintained to identify barriers and facilitate progress.

Further collection and collation of missing evidence were discussed to better inform subsequent reviews.

4. REVIEW DATES

The third PIP progress review took place on 4 April 2025.

During this meeting, the issues listed under objectives were assessed in detail.

The outcome of this review was that more information is needed to fully evaluate progress against the plan.

A follow-up review has been scheduled for 18 April 2025 to reassess progress and determine the next steps.

The overall PIP monitoring period is due for completion on 14 July 2026, as per initial arrangements.

Attachments: [PIP support plan](#) | [Review schedule](#) | [Amendment log](#)

Continued**PIP Progress Review Record****5. CONSEQUENCES OF NOT IMPROVING**

It is conveyed that failure to demonstrate satisfactory progress against the PIP objectives may lead to further formal HR actions, up to and including the potential termination of employment.

The PIP process is designed to provide opportunities for improvement, but clear evidence of progress is required to avoid escalation.

The importance of meeting the plan's objectives by the final review date is emphasised to ensure alignment with organisational expectations.

6. SIGNATURES

(Line Manager)

Date: _____

(Employee: Hannah Mercer)

Date: _____

Attachments: PIP support plan | Review schedule | Amendment log