

Hannah Mercer

Date: 14 July 2026
Our Reference: MPPS/5032E66D
Document Type: Letter

Dear Hannah,

This letter summarises the recent progress review meeting held on 4 April 2025 as part of your ongoing Performance Improvement Plan (PIP). The purpose of this correspondence is to outline the key points discussed, the current status of the plan, and the actions agreed upon for the next steps.

As Operations Manager, your PIP was initiated to address specific performance concerns focusing on supplier escalations, inventory accuracy, and handover documentation. During this third progress review, we assessed these priority areas to evaluate developments since the last review and to consider any challenges encountered.

The meeting involved detailed discussion around the changes made to the archived task-board, as well as recent interactions with suppliers and their responses. This provided insight into operational improvements and ongoing issues that may affect performance targets.

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.

Following the review on 4 April 2025, it is evident that further information and evidence are needed to fully assess progress against each objective within your PIP. While some positive developments have been noted, the evidence currently available does not yet support concluding this stage of the plan.

Consequently, it has been agreed to collate all outstanding information relevant to the PIP objectives. In addition, interim coaching support will be provided to assist you in overcoming any remaining challenges. This approach aims to equip you with the necessary guidance to achieve the expected performance standards.



LETTER 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.

The next formal review meeting has been scheduled for 18 April 2025, at which point progress will be reassessed in light of the additional evidence and support provided.

- Gather and review any missing evidence relevant to your PIP objectives prior to the upcoming review.
- Continue to engage with interim coaching sessions arranged to support your development.
- Prepare any updates on supplier interactions, inventory management accuracy, and handover documentation improvements for discussion at the next review.
- Attend the scheduled progress review meeting on 18 April 2025 to evaluate ongoing developments and determine subsequent actions.

Please ensure any queries or concerns about the process or support available are raised promptly to enable us to assist effectively.

[Name and title to be completed by employer]

Yours sincerely,

For and on behalf of HRHeaven QA Sample Employer

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