

# Performance Improvement Plan

Date: [Insert Date]

To: [Vendor Name]

From: [Your Company Name]

Subject: Performance Improvement Plan for Vendor Support Services

Dear [Vendor Contact Name],

We appreciate the services you have provided; however, we have identified areas that require immediate improvement to meet our expectations and contractual obligations.

## Identified Issues

- Delayed response times to support requests.
- Inaccurate reporting and tracking of service metrics.
- Lack of proactive communication regarding service outages.

## Performance Improvement Goals

1. Achieve a response time of under [X hours] for all support requests by [specific date].
2. Provide accurate and timely reporting on service metrics by [specific date].
3. Establish a proactive communication plan for service updates by [specific date].

## Action Plan

We expect the following actions to be taken:

- Conduct a review of existing processes related to support services.
- Implement staff training on efficient communication and service delivery.
- Regularly scheduled progress meetings to monitor improvements.

## Review and Follow-Up

A follow-up meeting is scheduled for [Insert Date] to assess progress on this plan. Failure to meet the outlined objectives may lead to further actions, including reconsideration of our business relationship.

We appreciate your attention to this matter and look forward to your immediate action.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]