

Performance Evaluation: Alicia Bennet

Employee Name: Alicia Bennet

Title: Shipping Coordinator

Evaluation Period: Feb 1, 2025 - July 31, 2025

Review Date: August 7, 2025

Reviewer: [Your Name/Manager's Name]

Introduction

This performance evaluation assesses Alicia Bennet's contributions and performance as a Shipping Coordinator for the period of January 1, 2025, to June 30, 2025. The purpose of this review is to provide constructive feedback, identify areas for improvement, and establish clear expectations for future performance.

Scoring Scale

Performance is rated on a scale of 1 to 100, with categories defined as follows:

- **90-100: Exceeds Expectations** - Consistently performs above job requirements, demonstrates exceptional skill and initiative.
- **70-89: Meets Expectations** - Consistently performs at the expected level, fulfills all job requirements effectively.
- **50-69: Partially Meets Expectations** - Performance is inconsistent; some key areas require improvement to meet job requirements.
- **1-49: Below Expectations** - Performance consistently falls short of job requirements; significant improvement is needed across multiple areas.

Detailed Category Ratings and Comments

1. Accuracy of Shipments/Order Fulfillment

- **Score:** 35/100
- **Comments:** Alicia's accuracy in order fulfillment and shipment preparation has been consistently below the required standard. There have been multiple instances of incorrect items being shipped, wrong quantities dispatched, and mislabeled packages. For example, in May, three separate orders were returned due to incorrect product fulfillment, leading to increased return shipping costs and customer

dissatisfaction. This lack of attention to detail directly impacts customer satisfaction and operational efficiency.

2. Timeliness/Efficiency

- **Score:** 40/100
- **Comments:** Alicia frequently struggles to meet daily shipping deadlines, leading to delays in order dispatch. There have been several occasions where orders were not processed within the standard 24-hour window, resulting in late deliveries to customers. Her workflow appears disorganized, often requiring last-minute rushes that contribute to errors. For instance, the average time to process an order under Alicia's supervision has increased by 15% compared to department benchmarks.

3. Communication & Collaboration

- **Score:** 45/100
- **Comments:** Communication regarding shipment status, potential delays, or inventory discrepancies has been inconsistent. Alicia often fails to proactively inform relevant departments (e.g., Sales, Customer Service) about issues, leading to reactive problem-solving. While she participates in team meetings, her contributions to collaborative problem-solving efforts are minimal, and she often requires repeated prompting for updates.

4. Problem-Solving & Adaptability

- **Score:** 30/100
- **Comments:** When unforeseen issues arise (e.g., damaged goods, carrier delays, system errors), Alicia demonstrates limited initiative in problem-solving. She often waits for explicit instructions rather than attempting to find solutions independently. Her adaptability to changes in shipping procedures or new software implementations has been slow, requiring extensive one-on-one retraining. For example, she struggled significantly with the new inventory management module implemented in April, despite team training sessions.

5. Adherence to Company Policies/Procedures

- **Score:** 50/100
- **Comments:** While Alicia generally adheres to basic company attendance and conduct policies, her adherence to specific shipping department procedures (e.g., proper documentation, safety protocols, packaging standards) is inconsistent.

There have been instances where required paperwork was incomplete or packaging guidelines were not followed, creating potential risks or compliance issues.

Overall Performance Summary

Alicia Bennet's overall performance as a Shipping Coordinator during this review period is **Below Expectations**. While she is present and willing to perform tasks, her execution consistently falls short in critical areas such as accuracy, efficiency, and proactive problem-solving. The recurring errors in order fulfillment, delays in processing, and limited initiative in addressing issues have a direct negative impact on departmental productivity, customer satisfaction, and company costs.

Significant improvement is required across all key performance indicators. We will be implementing a performance improvement plan (PIP) to provide Alicia with targeted training, closer supervision, and clear, measurable goals to help her reach the expected performance level. Regular check-ins will be scheduled to monitor progress and provide ongoing support. Failure to demonstrate substantial and sustained improvement within the specified timeframe may lead to further disciplinary action, up to and including termination of employment.

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