Gas Performance Assurance Performance Improvement Plan (PIP)

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| **SECTION A – RESOLUTION PLAN CONTROL** | | | |
| **ERROR/FAILURE TITLE** |  | | |
| **ASSOCIATED PAC ISSUE NUMBER (WHERE APPROPRIATE)** |  | **PAFA REF (FOR PAFA TO COMPLETE)** |  |
| **DATE ERROR/FAILURE ORIGINALLY IDENTIFIED** |  | **DATE OF ACTION PLAN SUBMISSION** |  |
| **PERFORMANCE ASSURANCE PARTY (PAP)** |  | | |
| **RESOLUTION PLAN CONTACT AND CONTACT DETAILS** |  | | |
| **SENIOR MANAGER COMMITTING TO SUCCESSFUL DELIVERY OF THE RESOLUTION PLAN** |  | | |

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| **SECTION B – ERROR/FAILURE DESCRIPTION**  **& PERFORMANCE RESOLUTION DESCRIPTION** | |
| **ERROR/FAILURE DESCRIPTION** |  |
| **RESOLUTION DESCRIPTION** |  |

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| **SECTION C – MILESTONES** | | |
| **MILESTONE** | **MILESTONE DESCRIPTION** | **TARGET DATE** |
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| **SECTION D – AGREED LEVEL OF MONITORING** | |
| **AGREED METHOD OF MONITORING** |  |
| **AGREED FREQUENCY OF MONITORING** |  |

**Resolution Plan Guidelines**

**These guidelines are to be used to assist in the completion of the Performance Resolution Plan. They give a brief description, with some examples, of the information that should be given for each item. Unless otherwise indicated, all fields must be filled in by the PAP.**

**SECTION A – ACTION PLAN CONTROL**

* **Performance Assurance Party** 
  + Name of Performance Assurance Party responsible for delivering this plan
* **Senior Manager Committing to Successful Delivery of the Action Plan**
  + This provides assurance to PAC that there is commitment to the Resolution Plan and shows that there has been an internal review to ensure that the plans are signed off and have management support.

**SECTION B – ERROR(S)/FAILURE(S) and RESOLUTION DESCRIPTIONS**

* **Error/Failure Description; For example:**
  + A description of the Error(s)/Failure(s)
  + Associated metrics / root cause analysis
  + Impact of the Error(s)/Failure(s) (on Settlements, on processes, on the business, on others)
  + Age of the Error(s)/Failure(s) – what plans have been submitted in the past and what has worked, what has not?
* **Resolution Description; For example:**
  + Solution for each root cause
  + Solution for the impact (correcting the symptoms) including any retrospective amendments
  + Prioritisation of the resolution if necessary
  + Process improvements / training
  + Responsibility of action / solution
  + Resources
  + Involvement of other shippers, agents, or other Relevant Third Parties
  + What is a practicable and achievable work in progress level? – How has this been calculated? How will it be measured? Ensure that the error stops at or beneath this level in future.
  + What are the risks to the action plan? How will these be mitigated?
  + Details of any audit trail
  + Internal reporting / monitoring

**SECTION C – MILESTONES**

* **Milestone Description; For example:**
  + Key stages of the Resolution Plan (analysis completed, resolution actions, monitoring)
  + Actions for which any evidence can be provided to PAC to demonstrate closure of the milestone and the Resolution Plan
  + Proposed Date of resolution of the Error/Failure

**SECTION D – AGREED LEVEL OF MONITORING**

* **Agreed Method of Monitoring**
  + This details how PAC is going to monitor the milestones. It should be agreed between PAC and the PAP, dependent on the settlement risk, the extent of the PAP’s contribution to the settlement risk and the history of the PAP.
  + Examples include: Email updates, telephone updates, regular agenda item for meetings with PAC, copies of PAP internal reporting.
* **Agreed Frequency of Monitoring**
  + E.g. Fortnightly, Monthly, Quarterly; as each milestone’s target date becomes due
  + If monitoring is to take place on a regular basis, milestones should be tied in to the approximate dates of the updates.