

Technician Performance Management

Home & Repair Services

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a technician performance-management framework — objective metrics (ratings, first-visit, callbacks, productivity, honesty), regular review and coaching, and a fair improvement/exit process — so you develop technicians and fairly manage those who cheat or under-perform. Use it to manage performance. For incentives use the Technician Incentive Scheme.

Purpose of this tool & output

Manage performance fairly and developmentally

How the output is used

Use it to manage performance fairly and developmentally — a technician performance-management approach that improves rather than only penalises.

Important cautions

Manage performance on objective metrics (ratings, callbacks, honesty) with coaching for the improvable; handle proven cheating/theft firmly with evidence and due process. Document everything for fair, lawful exits.

Companion documents

- HR Policy Handbook
- Technician Incentive Scheme
- Technician Retention
- Attendance & Payroll System
- Safety & Ethics Culture

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.