

1 BEFORE: Kennen L. Shortt, Administrative Hearing Officer

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4 **HEARING OFFICER'S PREAMBLE**

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7 **ALL WITNESSES SWORN**

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10 I'll initially ask you questions and give you an opportunity to respond. If
11 there's anything further you want to tell me you can do provided that it's
12 relevant to this hearing. I'll ask that you please present any documents or
13 exhibits that you feel should be considered. You'll be notified of a decision
14 just as soon as possible. It will be mailed to your address of record. Ms.
15 Mueller I have your address of record as [REDACTED] is
16 that correct?

17
18
19 CLAIMANT: Yes sir.

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22 HEARING OFFICER: And Mr. McBride I have the address of
23 record for Ebtron as 1663 Highway 701 South, Loris, SC, 29569, is that
24 correct?

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27 EMPLOYER WITNESS: That's correct.

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30 HEARING OFFICER: Thank you. Let the record show that
31 both addresses are correct. Since this has been ruled a discharge I'll begin
32 testimony with the employer. Before I go any further Mr. McBride, do you
33 have any questions about the procedures or the issues in this case?

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36 EMPLOYER WITNESS: No I don't.

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39 HEARING OFFICER: And Ms. Mueller, do you any questions
40 about the procedures or the issues?

1 CLAIMANT: No, I don't think so.
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4 HEARING OFFICER: Okay. What I have here is a copy of the
5 determination letter that was mailed on April 22, 2014. It states "You were
6 discharged from your job with your most recent bona fide employer for
7 failing to perform assigned work to the satisfaction of your employer.
8 Failure to perform in a manner that your employer had a reasonable right to
9 expect is a discharge for misconduct in connection with the work under the
10 SC Code Section 41-35-120(2)(A). You are disqualified for twenty weeks.
11 Your maximum benefits are reduced by twenty times your weekly benefit
12 amount. Separation was a result of failure to process paperwork since the
13 middle of 2013." I'll label this as Agency Exhibit #1. Is this what you are
14 appealing today Ms. Mueller?
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17 CLAIMANT: Yes sir.
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20 HEARING OFFICER: Okay. What I also have is some fact
21 finding information, this information compiled from the employer and from
22 the claimant. I'll go ahead and label it as Agency Exhibit #2, and go ahead
23 and place that into evidence at this time. Okay, I'll go ahead and call you to
24 testify Mr. McBride. If you will start by just stating your name for me and
25 then give me a correct spelling of it please.
26

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28 EMPLOYER WITNESS: It's Greg McBride, G-r-e-g M-c-B-r-i-d-e.
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31 HEARING OFFICER: Okay, Mr. McBride you told me that
32 you're the human resources manager, is that correct?
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35 EMPLOYER WITNESS: That is correct.
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38 HEARING OFFICER: Okay, and what was the claimant, Ms.
39 Mueller's job title?
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1 EMPLOYER WITNESS: She was the sales administration
2 supervisor.
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5 HEARING OFFICER: What's the first part of that?
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8 EMPLOYER WITNESS: Sales...
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11 HEARING OFFICER: Sales.
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14 EMPLOYER WITNESS: ...administration supervisor.
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17 HEARING OFFICER: I have her dates of employment were
18 from March 15, 1988 to April 4, 2014, is that correct?
19

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21 EMPLOYER WITNESS: That's what I have, yes.
22

23
24 HEARING OFFICER: Mr. McBride, why was the claimant
25 separated from the employment?
26

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28 EMPLOYER WITNESS: Well essentially there had been multiple
29 difficulties over the past couple of years. They were outlined in the letter
30 that I sent to your agency in response to a request for information, and
31 essentially we stand by that.
32

33
34 HEARING OFFICER: Okay. Well what I'm gonna do is, I do
35 have a letter that you have sent. I'm going to get you if you will just sort of
36 tell me about what happened. If you'll just kind of start from the end and
37 tell me what the last incident was and after that you can just, you know, tell
38 me whatever the other infractions or whatever the other reasons were for.
39
40

1 EMPLOYER WITNESS: Sure. Probably the deciding factor was
2 a problem with an OEM account. It was a new program that was put
3 forward by Eptron, and we found out at the time that we had done her
4 performance review in February of this year, that there hadn't been
5 anything done on the account in her department. And at that point that
6 alerted us that there were some serious problems. In addition to that
7 there had been ongoing problems with her direct supervisor, Dick McKiven,
8 who reported some of the other issues in terms of her cooperation and
9 following instructions, getting into arguments with him, yelling at him. He
10 had to ask her on occasions to stop yelling at him. I also got that from
11 Brian Hatsock post that February meeting, that he had to do the same thing
12 with her a couple of times. So there were a number of different things that
13 were going on, but I think the basic thing was there were just too many
14 mistakes happening in the department and the OEM project was in
15 jeopardy.

16
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18 HEARING OFFICER: Okay. Now tell me is that the same
19 issue from dealing with the paperwork since fourth quarter of 2013
20 concerning the commissions?

21
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23 EMPLOYER WITNESS: Yes, that's it. That's the last incident,
24 right.

25
26
27 HEARING OFFICER: It says, "On or around that time the
28 company learned that she had failed to process paperwork since the
29 middle of 2013 for certain sales associates, commissions and quarterly
30 bonuses for the fourth quarter of 2013. This resulted in \$55,000 worth of
31 errors affecting the sales associate's bonus and created substantial tax
32 implications. Is that what that is?"

33
34
35 EMPLOYER WITNESS: Yeah, the project went into effect in
36 August of 2013. So no paperwork had been done since then. That held up
37 the quarterly bonus for the employees.

38
39

1 HEARING OFFICER: Okay. And tell me what's the name of
2 the project again?

3
4

5 EMPLOYER WITNESS: It went by McQuay, which was the
6 company we were doing business with and then I understand they were
7 acquired by a company named Dankin. I just keep calling it the OEM
8 Project.

9
10

11 HEARING OFFICER: OAM?

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14 EMPLOYER WITNESS: OEM.

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17 HEARING OFFICER: OEM. And what does that stand for,
18 OEM?

19
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21 EMPLOYER WITNESS: Original Equipment Manufacturer. We
22 were getting our products installed on other equipment and sold as unit.

23
24

25 HEARING OFFICER: Okay. Now had Ms. Mueller, had she
26 been given any warnings or ever told that her job was in danger? Mr.
27 McBride?

28
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30 EMPLOYER WITNESS: Oh, I'm sorry.

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33 HEARING OFFICER: Yeah, was the claimant, Ms. Mueller,
34 was she ever told, first of all was she ever given any warnings or ever told
35 that her job was in danger?

36
37

38 EMPLOYER WITNESS: Yes she was.

39

1 HEARING OFFICER: Okay. And what were the actual
2 warnings that she was given?

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5 EMPLOYER WITNESS: Well she was told specifically about the
6 problems over the last year over 2013 in terms of her interactions with both
7 the supervisory staff, her supervisors and her staff in her department.

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10 HEARING OFFICER: Okay.

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13 EMPLOYER WITNESS: Additionally that there were too many
14 errors coming out of the department.

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17 HEARING OFFICER: Now was she ever given any formal or
18 written warnings at that time?

19
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21 EMPLOYER WITNESS: I don't know if she, I couldn't say, I think
22 the warning came I think at the 2013 performance review at the beginning
23 of February of this year.

24
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26 HEARING OFFICER: And was that given by you?

27
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29 EMPLOYER WITNESS: I'm sorry?

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32 HEARING OFFICER: Did you give that, the performance
33 analysis?

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36 EMPLOYER WITNESS: I was at the meeting. It was Dick
37 McKiven at the performance review and the meeting was also attended by
38 Brian Hatsock, who is the general manager.

1 HEARING OFFICER: Okay. What else did you want to tell me
2 at this time Mr. McBride?

3
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5 EMPLOYER WITNESS: Again, just that there were repeated
6 difficulties over a period of time and once there was the issue with the OEM
7 project I think that put it over the top. The other I think, big issue was
8 communicating what was happening in her department to her direct
9 supervisor, which was not happening, and all of this came to a head at that
10 point.

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13 HEARING OFFICER: Okay. I'm not gonna have any further
14 questions for you. Is there anything further you want me to know at this
15 point Mr. McBride?

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18 EMPLOYER WITNESS: Just that I stand by the data that I had
19 sent you.

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21
22 HEARING OFFICER: Okay. Ms. Mueller, do you have any
23 questions for Mr. McBride?

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26 CLAIMANT: No, not at this, no.

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29 HEARING OFFICER: Okay, all right, thank you Mr. McBride.
30 Ms. Mueller if you will start by stating your name and then give me a correct
31 spelling of it please.

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33
34 CLAIMANT: Billie Mueller, B-i-l-l-i-e M-u-e-l-l-e-r.

35
36
37 HEARING OFFICER: Okay. Ms. Mueller you've heard what
38 Mr. McBride has told me as to why you were separated from the
39 employment. And if we look at the last issue that he had told me about,

1 this is the OEM project that he was speaking of, tell me what happened
2 with that?

3
4
5 CLAIMANT: We had got it, we had gotten the things,
6 McQuay Dinkins, probably about the end of August...I divided it up, I sent
7 the spreadsheet to the only person in inside sales that had stuff on there
8 and asked him to find out the stats. I never got it returned to me. Maybe I
9 wasn't proactive enough to, you know, keep on her, but you know, I had
10 other things that I was doing, and it just kinda fell by the wayside, and when
11 one come in and, end of January we were having some difficulties with it
12 and I figured it all out and sent a spreadsheet to both Dick McKiven and to
13 Brian Hatsock and all my numbers and counts and everything were right,
14 but they didn't even bother to say anything on the spreadsheet, so I asked,
15 you know, what was going on with Dankin, and I was told very abruptly, you
16 know, because I was, they, one of the girls told me that Dick McKiven was
17 gonna come and talk to me and explain what was going on. So when we
18 had the meeting and Dick was there, I asked him I said, "I thought you were
19 gonna come and talk to me," and very abruptly and rudely he said, "I do not
20 need to talk to you."

21
22
23 HEARING OFFICER: Okay.

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26 CLAIMANT: But the whole thing with the, you know,
27 it, let's put it this, we had no, from the beginning of this OEM project, we
28 had no directives, nobody in sales had made any directive on how it was
29 gonna be handled, how we were gonna do it, what we were gonna do, and
30 in one of our weekly meetings, you know, they were talking about this report
31 coming in, and they said, "Oh, just give it to Billie, she'll figure it out
32 somehow." That was it. That was the directive we got and that was it.
33 Nothing, nothing whatsoever, nothing from any...made the agreement how
34 we were gonna fill out a certain page in quarter program, how we were
35 gonna do commission things, how we were gonna do any of it...directive
36 whatsoever; not one word, until I would say mid-March of this year.

37
38
39 HEARING OFFICER: Okay. Now were you ever given any
40 type of warnings or ever told that your job was in danger?

1 CLAIMANT: No sir, I was not.

2

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4 HEARING OFFICER: Okay. Who was it that told you that you
5 were being discharged?

6

7

8 CLAIMANT: Mr. Dave Dugan, and he said I was told
9 that we would part by Dave Dugan, and told it would probably be a good
10 time for me to retire. I also have a severance agreement and release but
11 I'm not allowed to divulge the terms because of confidentiality statement in
12 the agreement.

13

14

15 HEARING OFFICER: Okay. All right, is there anything further
16 you want me to know at this time?

17

18

19 CLAIMANT: Just that after looking about my
20 personnel file I've had one write-up in 27 ½ years and it was on 6/8/1988,
21 also the date, I started in September of 1986. I told a two year voluntary
22 layoff when the company was in a little bit of difficulty.

23

24

25 HEARING OFFICER: Okay. Now Ms. Mueller you had also
26 subpoenaed Mr. Dugan to testify as well, is that correct?

27

28

29 CLAIMANT: Yes.

30

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32 HEARING OFFICER: What was it that you expect him to tell
33 me?

34

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36 CLAIMANT: Why he said that we were parting
37 company in his words.

38

39

1 HEARING OFFICER: Okay. And did you want him to explain
2 it or what was the reason for you to subpoena him?
3

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5 CLAIMANT: Just that, you know, cause there was no
6 mention of any insubordination, there was no anything said about breaking
7 company policy, nothing like that.
8

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10 HEARING OFFICER: Okay. Why is that you feel that you
11 were terminated?
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14 CLAIMANT: I didn't really know. Nobody said
15 anything; just that we were parting company. You know, to me it sounded
16 more like a mandatory retirement than anything else.
17

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19 HEARING OFFICER: Okay. Okay, well I'm not gonna
20 have any further questions for you at this time. Mr. McBride, do you have
21 any questions for Ms. Mueller?
22

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24 EMPLOYER WITNESS: I do have a couple.
25

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27 HEARING OFFICER: Okay, go ahead.
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30 EMPLOYER WITNESS: You had mentioned the spreadsheet
31 that you had done, do you recall that Brian Hatsock and Dick McKiven had
32 to redo the spreadsheet according to them it was not correct?
33

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35 CLAIMANT: That was the beginning when we were
36 having problems. When I did the one on 2-28 after I'd gotten a little bit of
37 idea of what they were looking for, I turned around and spent half the day
38 redoing and had all my numbers, all my counts, all my dollars, everything
39 worked out.
40

1
2 HEARING OFFICER: Okay, Ms. Mueller, I'm gonna ask you
3 just to answer directly what Mr. McBride is asking. I think the question that
4 he asked you were you aware that it had to be redone. Is that correct Mr.
5 McBride?

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8 EMPLOYER WITNESS: That's correct.

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11 HEARING OFFICER: Okay. Let me get you just to answer
12 that whether you know that answer.

13
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15 CLAIMANT: Let's say I'm aware of it.

16
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18 HEARING OFFICER: Okay.

19
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21 CLAIMANT: That was before, before the 28th.

22
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24 HEARING OFFICER: Okay. Go ahead Mr. McBride.

25
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27 EMPLOYER WITNESS: Do you know why it was that you didn't
28 communicate these difficulties to Dick McKiven or Brian Hatsock?

29
30
31 CLAIMANT: I did talk to Brian a couple times, told
32 him I was having difficulties, I also talked to Brian about I hadn't received a
33 report which was supposed to be forwarded to us by Dan Brooks, which
34 never was.

35 EMPLOYER WITNESS: Okay.

36
37
38 CLAIMANT: So that's one reason it went from
39 September to January with no report.
40

1 EMPLOYER WITNESS: Did you ever tell either of them that
2 nothing had been done on them, on the project until the February 5th
3 meeting.
4

5
6 CLAIMANT: No, I didn't tell them that I had, like I
7 said I wasn't proactive enough to, you know, told them that I, that you
8 know, that I hadn't gotten any information back from one of the inside sale
9 people. I mean the one that Bill had on there I got the answer to it in an
10 hour. I never got the answer from Nancy at all, the answers from Nancy at
11 all.
12

13
14 EMPLOYER WITNESS: Okay. Now you had mentioned that you
15 had an interaction with Dick McKiven where he said something to the effect
16 that he didn't have anything to say to you. Do you recall having a
17 meeting...
18

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20 CLAIMANT: He said, "I do not need to talk to you."
21

22
23 EMPLOYER WITNESS: Okay. Do you recall having a
24 subsequent meeting...
25

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27 CLAIMANT: It's not me that took anger management.
28

29
30 EMPLOYER WITNESS: Did you have a subsequent meeting
31 with him where you resolved that?
32

33
34 CLAIMANT: Not really, kind of. He said he didn't
35 know he talked to me like that. And if you want to talk about somebody
36 yelling, he's the one that yelled, and I just yelled back.
37
38

1 EMPLOYER WITNESS: Okay, but you did have a meeting with
2 him to resolve how you felt about the way he had interacted to you on
3 that...

4
5
6 CLAIMANT: I had mentioned it to him. We didn't
7 have a meeting to resolve it. I had mentioned it to him that he, that I
8 thought it was wrong of him to talk to me the way he did that day.

9
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11 EMPLOYER WITNESS: Okay. At your discharge meeting do
12 you remember David Dugan saying he was letting you go?

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15 CLAIMANT: He said we were parting company.

16
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18 EMPLOYER WITNESS: All right, so you don't recall him saying
19 he was letting you go.

20
21
22 CLAIMANT: The word he used is, I think we're, is
23 that we are parting company.

24
25
26 EMPLOYER WITNESS: That's all the questions I have.

27
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29 HEARING OFFICER: All right, thank you Ms. Mueller. At this
30 time I don't have any further questions for either of the parties. Ms.
31 Mueller, is there anything further you want me to know before I close the
32 hearing?

33
34
35 CLAIMANT: No, just that I'm not the only one there
36 that yells. I mean I'm not gonna stand here and be yelled at and be
37 abused. I'm gonna stand up and fight back. And you know, in 27 years,
38 like I said I've had one write-up in 1988. So I must not have been that
39 much of a discouraging employee, right?

1 CLAIMANT: No, just that I'm not the only one there
2 that yells. I mean I'm not gonna stand here and be yelled at and be
3 abused. I'm gonna stand up and fight back. And you know, in 27 years,
4 like I said I've had one write-up in 1988. So I must not have been that
5 much of a discouraging employee, right?
6

7 HEARING OFFICER: Okay. All right, anything further you
8 want me to know?
9

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11 CLAIMANT: No, I don't think so. I think that's about
12 it.
13

14
15 HEARING OFFICER: Okay. Mr. McBride, anything further you
16 want me to know that you haven't told me already?
17

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19 EMPLOYER WITNESS: I don't believe so.
20

21
22 HEARING OFFICER: Okay. Having no further questions,
23 hearing no further testimony, this hearing is now closed.
24

25
26 **HEARING CLOSED.**
27

SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE
P.O. BOX 995, COLUMBIA, S.C. 29202

1 BILLIE D MUELLER

DATE OF THIS NOTICE 04/21/14

1 [REDACTED]
1 [REDACTED]

CLAIMANT'S NAME				SOCIAL SECURITY NUMBER	EFFECTIVE DATE	DISQUALIFICATION ENDS	
BILLIE D MUELLER				[REDACTED]	03/30/14	08/16/14	
WFC NO.	TYPE	CATEGORY	WEEKLY BENEFIT AMOUNT	MAXIMUM POTENTIAL ENTITLEMENT	LESS REDUCTION OF	NET TOTAL BENEFITS	BENEFIT YEAR ENDS
260	I	01	\$ 326.00	\$ 6520.00	\$ 6520.00	\$ 0.00	03/29/15

1 DETERMINATION BY CLAIMS ADJUDICATOR ON CLAIM FOR BENEFITS

1 You are eligible for benefits from the above effective date.

1 You have been disqualified from receiving benefits or have been found to be ineligible for benefits for the following reason(s).

1 YOU WERE DISCHARGED FROM YOUR JOB WITH YOUR MOST RECENT BONA FIDE EMPLOYER FOR FAILING TO
1 PERFORM ASSIGNED WORK TO THE SATISFACTION OF YOUR EMPLOYER. FAILURE TO PERFORM IN A MANNER THAT
1 YOUR EMPLOYER HAD A REASONABLE RIGHT TO EXPECT IS A DISCHARGE FOR MISCONDUCT IN CONNECTION WITH
1 THE WORK UNDER THE SOUTH CAROLINA CODE SECTION 41-35-120(2)(A). YOU ARE DISQUALIFIED FOR 20
1 WEEKS. YOUR MAXIMUM BENEFITS ARE ALSO REDUCED BY 20 TIMES YOUR WEEKLY BENEFIT AMOUNT.

1 THE SEPARATION WAS A RESULT OF FAILURE TO PROCESS PAPERWORK SINCE THE MIDDLE OF 2013.

1 LAST SEPARATION FROM NON-LIABLE EMPLOYER

UI CLAIMS ADJUDICATOR

1 MAILING DATE 04/22/2014

IMPORTANT: THIS DETERMINATION WILL BE THE FINAL DECISION OF THE DEPARTMENT UNLESS YOU FILE AN APPEAL SETTING FORTH IN DETAIL THE GROUNDS FOR APPEAL WITHIN TEN (10) CALENDAR DAYS, INCLUDING WEEKENDS AND HOLIDAYS, FROM THE MAILING DATE SHOWN ABOVE. IF THE TENTH DAY FALLS ON A SATURDAY, SUNDAY, OR HOLIDAY, THE APPEAL PERIOD IS EXTENDED TO THE NEXT BUSINESS DAY. YOUR APPEAL MAY BE FILED IN PERSON AT ANY WORKFORCE CENTER, BY MAIL, ADDRESSED TO THE 'APPEAL TRIBUNAL,' P.O. BOX 995, COLUMBIA, SOUTH CAROLINA 29202, OR BY FAX (803) 737-0287. FOR ADDITIONAL INFORMATION OR ASSISTANCE IN FILING AN APPEAL CONTACT YOUR LOCAL WORKFORCE CENTER OR THE APPEALS DEPARTMENT AT (803) 737-2520.

EXHIBIT

A# 1

FILE NO: 1408227

044



April 16, 2014

Billie Mueller Termination

Ms Mueller was terminated from Ebtron after repeated instances of insubordination, refusal to follow instructions, and failing to perform her duties properly, ultimately resulting in severe errors affecting sales associates' commissions, and errors in tax liability

Since 2012, her direct supervisor, Dick McKibben (Operations Manager) has experienced repeated issues of her failure to follow his instructions to perform her job, insubordination, poor attitude and mistakes

She was notified of these issues verbally by McKibben as they occurred, and he documented them at the same time. She was also notified of these problems officially at her 2013 performance review, held on February 5, 2014. She was placed on a 90-day probationary period (Performance Improvement Plan) at that time and was told she needed to improve immediately

On or around that time, the Company learned that she had failed to process paperwork since the middle of 2013 for certain sales associates' commissions and quarterly bonuses for the 4th quarter of 2013. This resulted in \$55,000 worth of errors affecting the sales associates, bonuses, and created substantial tax implications. She had concealed her failure to perform that work from the company for months, and others had to spend enormous amounts of time to correct those errors.

That failure to perform her job, coupled with her concealment of it for months, on top of her other performance related issues, resulted in her termination.

These performance and attitude related issues violated numerous company policies contained in the employee handbook, which has been communicated to the Claimant. They are

Policy #200 14 Discipline and Rules of Conduct:

- 200 14.3 Unacceptable job performance
- 200 14 4 Not completing assignment up to the quality standards of the Company
- 200 14 5 Failure or inability to cooperate with others
- 200 14 8 Failure or refusal to follow instructions
- 200.14 20 Demonstration of lack of courtesy towards other employees
- 200.14.23 Insubordination
- 200.14.26 Concealing defective work

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 Internet: www.ebtron.com • e-Mail gram@ebtron.com
EBTRON, Inc. IS AN "AT-WILL," EQUAL OPPORTUNITY EMPLOYER

EXHIBIT

A# 2

FILE NO: 1408227 045



Policy #200.22 Customer and Fellow Employee Relations.

"Employees of the Company are expected to treat clients and fellow employees courteously and with the utmost respect at all times. Employees must attend to clients' questions and demands promptly and professionally .."

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Internet: www.ebtron.com • e-Mail: gregm@ebtron.com
EBTRON, Inc. IS AN "AT-WILL," EQUAL OPPORTUNITY EMPLOYER

040
A-2 p2

Performance Review Form - Salary - 2014

Employee Name: Billie Mueller Job Title: Sales Admin Supervisor
 Review Date: Supervisor: Dick McKibben
 Review Type: Annual Review Period: 01/01/13 to 12/31/13

Performance Rating Categories: Consider the employee's performance in each category and designate the level of performance that most accurately describes her/his job performance

- [O]utstanding: Employee consistently exceeds position expectations with virtually no detected preventable/avoidable errors, requiring little or no supervision
- [E]xceeds Expectation: Results clearly exceed position requirements on a regular basis. Performance is of high quality and is achieved on a consistent basis.
- [M]eets Expectation: Competent & dependable performance level. Meets the performance standards and objectives of the job without constant follow-up and/or direction
- [B]elow Expectation: Employee does not meet performance objectives on a regular basis and has difficulty following through with tasks. Requires constant follow-up and/or supervision
- [I]mmediate Improvement Needed: Employee must correct performance immediately

Part I: Major Job Responsibilities (No more than 5) (70% Weight)

The Employee and Manager list major job responsibilities in order of importance and identify how they will be measured. Assign a percentage value to each major job responsibility based on the percentage of job responsibility time (Total MUST equal 100%). At the end of the rating period, place a rating letter in the box. Record comments on a separate piece of paper, if necessary

% of Job	Job Responsibility	Rating
50%	Supervise and help perform daily sales administrative activities. Work to train and develop current and new administrative staff. Follow-up to assure all necessary tasks are completed correctly and on-time. Keep accurate records of admin errors for weekly review.	B
35%	Accept your role as Office Manager. Make decisions related to daily office events and problems. Establish guidelines for each office employee and hold them accountable for their job responsibility. Conduct necessary follow-ups and audits to assure jobs are being performed to our expectations. Hold regular meetings with the group to communicate information and convey instructions to them.	B
15%	Improve your relationships with others at Ebtron. Resist the temptation to comment on what others are not doing and focus on what you and your team can do. Treat all Reps and employees equally. Report failures of other departments and people directly to Dick.	M

SCDEW

APR 21 2014

Received Benefits Div

042p3

Performance Review Form - Salary - 2014

Part II: General Employee Attributes

(30% Weight)

- | | Rating |
|---|--------------------------------|
| 1. Rate employee's flexibility when given new assignments and/or responsibilities | <input type="text" value="M"/> |
| 2. Rate employee's adherence to policies and procedures. | <input type="text" value="M"/> |
| 3. Rate employee's overall communication skills. | <input type="text" value="M"/> |
| 4. Rate employee's judgment when making decisions and completing tasks: | <input type="text" value="M"/> |
| 5. Rate employee's ability to work well with colleagues and management. | <input type="text" value="M"/> |
| 6. Rate employee's attendance: | <input type="text" value="M"/> |

Accomplishments or new abilities demonstrated since last review:

Specific areas of needed improvement:

Billie has not accepted her role as supervisor. There has been little or no demonstrated leadership exhibited by her toward the Sales Admin group. Employee errors have neither been kept on a consistent basis nor have they been reviewed regularly as required. Greg McBride and I have been required to intervene with the staff to attempt to keep the group functioning properly. Probation action plan will be submitted.

Employee Comments:

Did not get the help that was discussed at last review that I stated I needed.

Date Discussed/Reviewed with employee / /

Follow-up required YES / NO

Employee Signature *Billie Mueller*

Manager Signature *[Signature]*

HR MNGR [Signature]

Date: 02/05/14 **SCDEW**

Date: 2/5/14 APR 21 2014

2/5/2014 Received Benefits Div

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Billie Mueller Probation


A mandatory Probation period is required as a result of your 2013 Performance Review score. This probation period is not designed to be punitive in nature but is more importantly intended to formalize the individual problem identification and planned action steps to correct the problem(s).

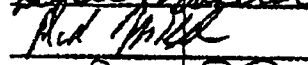
The probation period will be for 90 days.

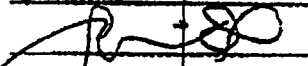
The following action items must be completed at the duration of the 90 day period

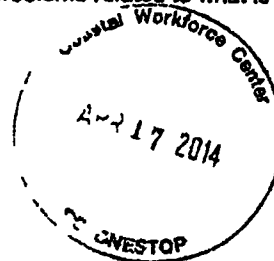
1. A morning meeting will be held at 8:15 each workday with the entire Sales Admin Group in the conference room, when available, or Billie's office. During this meeting Billie will determine workload distribution based on group discussion and assessment of any new overnight work or remaining work from yesterday. Billie is to conduct the meeting and make any necessary adjustments to the group's work schedule for that day if necessary. Consideration during this meeting should be given to
 - a. Getting PO's entered and distributed to Inside Sales as early as possible
 - b. Distributing the workload evenly
 - c. Making sure that the individual has the skills necessary to complete the assignment
2. Record all errors from the group that are brought to your attention either by your discovery or someone else pointing them out to you.
3. Schedule and conduct a weekly review meeting with the group to review all errors made during the past week. Try to schedule this meeting on the same date and time each week if possible. Schedule the meeting through Outlook and invite Dick McKibben and Greg McBride to attend.
4. Keep Dick McKibben informed of all issues/problems you are having as they occur. Effectively communicate to him pertinent issues and events as needed. Do not allow events to occur for a period of time before you tell someone about them.
5. Communicate with your group, superiors and colleagues in a manner expected of an Ebtron department group leader. Discuss issues with them keeping in mind everyone's right to be treated with respect.

There will be periodic reviews of your progress during this time period by Dick and/or Greg to assist you in obtaining the goals outlined above. If you encounter any issues or problems related to what is outlined above, it is your responsibility to discuss them immediately with Dick.


Billie Mueller


Dick McKibben


Greg McBride



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Billie Mueller
PO Box 98
Davis Station, SC 29041
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PO Box 11629
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