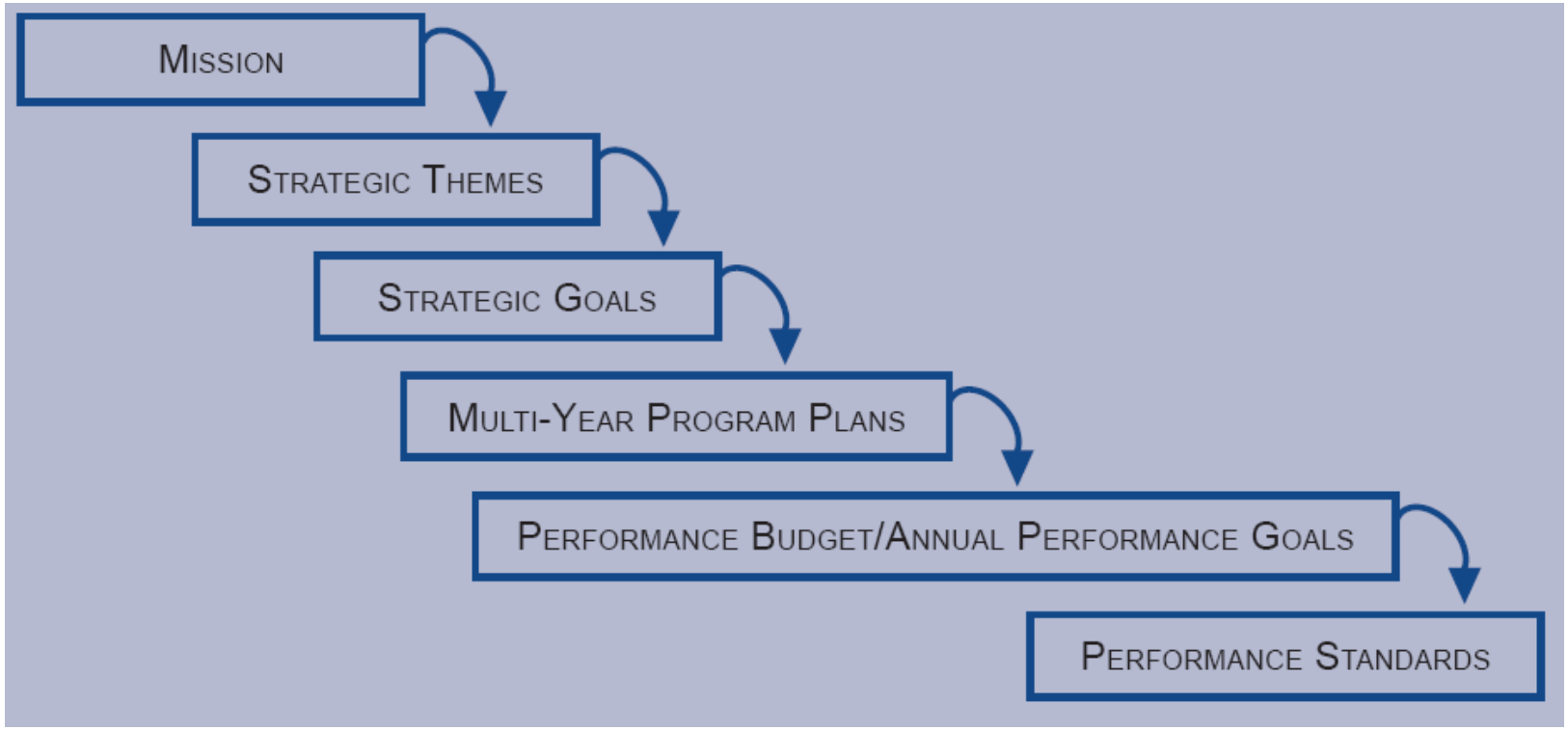
Writing Results-Based Performance Standards

Performance Liaisons Meeting/Call

September 26, 2007

Performance Cascade



SMART Line-of Sight Tactic

Specific:	Goals relate to a desired products of effort/contribution that are clearly understood by the employee
Measurable:	Progress can be assessed readily and objectively
Achievable:	Goals are set based on a realistic (65-70%) probability of achievement
Results-based:	Goals hold employees accountable for achieving results appropriate to their level of responsibility; describes intended accomplishments, products, outcomes or deliverables
Time-focused:	Time period for completion is defined when the goal is established

A Template for Writing Standards…

WHAT

(Verb +Noun)

By

WHEN / HOW / WHY

(e.g. Timeframe/Method/Purpose)

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Reduce overtime in XYZ office from 150 hours/month to 50 hours/month

by

By 4th quarter FY07 in order to improve organizational efficiency.
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