

Common Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Staff Supervision	All personnel are supervised according to standards (submission of Performance Monitoring and Coaching Forms) quarterly	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		All Supervisors
		4	N/A	90% to 99.99% meeting the success indicators	within the set deadline		
		3	N/A	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	N/A	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	Not according to standards	below 70% of the success indicators	5 days beyond delayed		
Action on Routine and Non-routine Communications	100% routine and non-routine communications are acted according to standards within 15 days Completed Staff Work (CSW)	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		All Offices
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Answering Phone Calls	All phone calls are answered according to standards (courteous, receptive, clear speaking voice, follow protocols in receiving/making calls, information noted, screened and relayed properly and accurately) immediately	5	Always according to standards	100% meeting the success indicators	Immediately		All Offices
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Incoming Documents	All incoming documents are received according to standards (completeness and accurate)	5	Always according to standards	100% meeting the success indicators	N/A		All Offices
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	N/A		
Outgoing Documents	All outgoing documents are endorsed to their respective offices according to standards (completeness and accurate) immediately	5	Always according to standards	100% meeting the success indicators	Immediately		All Offices
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later		
Coordination with different Offices/Agencies/Private	Usually complete details of all matters being coordinated with the different offices/agencies; CSW; usually done according to set standards.	5	Always according to standards	100% meeting the success indicators	N/A		All Offices
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	N/A		