HOW TO SET S.M.A.R.T GOALS

The performance standards should communicate observable, specific indicators of successful performance expressed in terms of Quantity, Quality, Timeliness, Cost or Outcomes.

- Specific – Employees should know exactly which actions and results they are expected to accomplish.
- Measurable - Objectives should be based on quantitative measures such as direct counts, percentages.
- Attainable - The objective should be achievable and set based on reasonable productivity standards.
- Relevant – The performance standards should be relevant to the job responsibilities.
- Timely - Results should be delivered within a time period that meets department & org needs.

In determining performance standards, also consider the following and use them when applicable.
- Quantity - Specifies how much work must be completed within a certain period of time. Example: Complete 30 tickets a day.
- Quality - Describes how well the work must be accomplished. Specifies accuracy, precision, appearance,or effectiveness. Example: 95% quality score, 100% positive customer ratings.
- Timeliness - Answers the questions: By when, how soon, or within what period. Example: ticket to be responded to within 4 hours.
- Effective Use of Resources - Used when performance can be assessed in terms of utilization of resources: money saved, waste reduced, etc. Example: Internal hiring for HR
- Effects of Effort - Addresses the final result to be obtained. Expands statements by using phrases such as: so that, in order to, or as shown by. i.e., Internal hiring through job portals so that the cost of hiring is reduced by 30%.
- Manner of Performance - Describes conditions in which an individual's personal behavior has an effect on performance. i.e., assist other employees in accomplishing assignments.
- Method of Performing Assignments - Describes requirements; used when only the formally defined procedure is acceptable.

_____