

HOW TO

*crush*

YOUR PERFORMANCE  
STANDARDS



# WHAT IS A STANDARD?

*This is "HOW" well it is expected for you to perform within your position.*

A standard should be **objective, measurable, realistic and stated clearly**. It should be written in terms of specific measures that will be used to appraise performance, **and could address the following:**

**1**

**Quality:** How well the work is performed and/or how accurate or how effective the final product or service is. *Quality refers to accuracy, appearance, usefulness, or effectiveness.*

**2**

**Quantity:** How much work is produced. A quantity measure can be expressed as an error rate, such as number or percentage of errors allowable per unit of work, or as a general result to be achieved.

**3**

**Timeliness:** How quickly, when or by what date the work is produced. Timeliness addresses how quickly, when or by what date the work is produced. The most common error made in setting timeliness standards is to allow no margin for error.

**4**

**Cost-Effectiveness** standards should be based on specific resource levels (money, personnel, or time) that generally can be documented and measured, and may include such aspects of performance as maintaining or reducing unit costs, reducing the time it takes to produce a product or service.

*Standards should be set realistically in view of other performance requirements and needs of the University.*

# WRITING A STANDARD?

*This is "HOW" well it is expected for you to perform within your position.*

**To develop specific measure(s) for each element, you must determine how you would measure the quantity, quality, timeliness, and/or cost-effectiveness of the element.**

- If it can be measured with numbers, clearly define those numbers.
- If performance only can be described (i.e., observed and verified), clarify who would be the best judge to appraise the work and what factors they would look for.

## **THE FOLLOWING QUESTIONS MAY HELP YOU TO DETERMINE A STANDARD:**

- How could the (quality, quantity, timeliness, and/or cost effectiveness) be measured?
- Is there some number or percentage that could be tracked?
- If there is no number, and the element can only be judged, ask: Who could judge that the element was done well? What factors would they look for?

# EXAMPLES OF A STANDARD:

## **GUIDANCE AND TECHNICAL SUPPORT:**

- No more than 3 - 8% errors per quarter, as determined by the supervisor.
- At least 60 - 80% of customers agree that the employee is willing to assist and that the information they receive is helpful.
- Identifies and resolves problems in such way that the user feels that the problem is resolved.
- Installs hardware and software in a timely manner and with minimum interruption to the user.

## **CUSTOMER SERVICE:**

- Greets customers immediately in a friendly manner.
- Behaves in friendly, helpful, professional manner to all customers / clients.
- Answers phones in a friendly professional manner within 2 rings.

## **ADMINISTRATION:**

- Maintains files in an organised fashion so that materials are easily located.
- Duplicates material accurately within 4 hours of receipt or as requested.
- Maintains office equipment, resolves issues and contacts service personnel as needed.
- Develops project objectives, budgets, work plans and implementation strategies consistent with departmental goals and within budget guidelines.

# EXAMPLES OF A STANDARD:

## **LEADERSHIP AND MANAGEMENT:**

- Effectively tailors communication style and customises materials to communicate high complex, sensitive or controversial information.
- Coaches staff on best practices on an ongoing basis.
- Uses agendas to effectively facilitate team meetings.
- Provides both immediate and ongoing feedback for staff development.

## **RESEARCH / ANALYSIS / EVALUATION:**

The Line Manager is routinely satisfied that:

- The method measures that appropriate variable / purpose.
- The results are relevant.
- The method is scientifically sound.
- There is a well-written protocol.
- The method is accurate, precise, reproducible, fast, and cost-effective.

# EXAMPLES OF A STANDARD:

## **ACADEMIC ADMINISTRATION:**

- Assists students with academic problems and/or advises students regarding degree requirements in a customer oriented manner.
- Gives accurate information.
- Keeps updated on requirement changes and keeps students informed.

## **LIBRARY ASSISTANCE:**

### **Re-shelves books:**

- All books are re-shelved within 24 hours of return.
- Books are re-shelved in proper location.

### **Oversees library department desk:**

- Assures coverage for all times library is open.
- Responds to customers' questions and resolves problems in a timely manner and with a strong focus on customer service.