

APPENDIX 4

JOB PERFORMANCE STANDARDS FORM

Name _____

Date _____

Please evaluate your performance for the past year relative to work-related expectations using the Rating Sheet below. Mark the appropriate Employee (EMP) box with an "x" for each category. You will want to refer to the Rating Definitions on Page Two to assist you with completing the chart. Any box you mark in the "Less than Satisfactory" column please outline a plan for improvement in the Category Comments Section. Any box which you mark as "Outstanding" please provide examples in the Category Comments Section. Your supervisor will also rate you in each of these areas in the Supervisor (SUP) box.

RATING SHEET

CATEGORY	Less than Satisfactory		Satisfactory		Very Good		Outstanding	
	EMP	SUP	EMP	SUP	EMP	SUP	EMP	SUP
Knowledge								
Quantity								
Quality								
Judgment								
Innovation								
Appearance/Habits								
Orderliness								
Courtesy								
Cooperation								
Initiative								
Reliability								
Stability								
Attendance								
Alertness								

CATEGORY COMMENTS SECTION

Employee Signature: _____

Supervisor Signature: _____

DEFINITIONS FOR THE STANDARDS

STANDARD	Less than Satisfactory	Satisfactory	Very Good	Outstanding
KNOWLEDGE <i>Understanding of job duties, responsibilities and relationship to office mission</i>	Noticeable lack of knowledge of job responsibilities	Has basic understanding	Has a very good understanding	Excellent understanding
QUANTITY <i>Level of satisfactory production</i>	Works below acceptable standard	Meets expectation of average output	More than average output	Works fast. Often exceeds requirements
QUALITY <i>Accuracy of work</i>	Work is sloppy or includes constant errors	Work is accurate neat most times	Very good work has few errors	Work is excellent
JUDGMENT <i>Decision making</i>	Uses poor judgment much of the time	Good judgment on a consistent basis	Very good judgment on a consistent basis	High level of judgment all of the time
INNOVATION <i>Interest in improving</i>	No attempt to improve job	Works to achieve acceptable outcomes on individual assignments	Very good effort applied to improve office processes	Proactively seeks to improve office and organization
APPEARANCE/HABITS <i>Personal habits & Clothing</i>	Sloppy and inappropriate	Acceptable	Very good	Always professional
ORDERLINESS <i>Organization of work and work area</i>	Unable to complete tasks because of poor organizational skills	Acceptable	Very good	Always excellent
COURTESY <i>Respect and treatment of others</i>	Sometimes indifferent, rude, inconsiderate or confrontational	Polite and courteous	Demonstrates a proactive attitude with others	Exceptional human relations skills
COOPERATION <i>Willingness to work as a team</i>	Often unwilling or does not seek new work assignments when available	Cooperates or assists when asked	Seeks opportunities to cooperate with or assist others	Takes leadership role
INITIATIVE	Resists change	Accepts most changes	Implements new ideas	Problem solver innovate ideas
RELIABILITY <i>Level of required supervision</i>	Can't complete tasks w/o supervision	Minimal supervision most of the time	Minimal supervision and very accurate	Always performs as expected – no supervision required
STABILITY <i>Ability to separate work and personal problems</i>	Temperamental. Personal life problems/situations frequently interferes with job	Personal problems rarely impact work or interfere with job performance	N/A	Never brings personal problems to work
ATTENDANCE	Frequently late	Usually on time	Always on time	Always on time and manages leave wisely
ALERTNESS <i>Ability to understand new information and situations</i>	Very slow to grasp and accept new information	Can grasp most new ideas and information	Quickly and consistently grasps new ideas and information	Implements new ideas and information with accuracy and enthusiasm