DEVELOP PERFORMANCE OUTCOMES

S.M.A.R.T. Outcomes
This quick reference will help supervisors and employees work together to develop performance outcomes that are Specific, Measurable, Attainable, Results-oriented, and Time-limited (SMART).

To make sure you set SMART outcomes

First: take a stab at writing down objectives for the year

Second: test the objectives against the SMART guidelines:
- Specific—clear and concise statement of what needs to be done
- Measurable—uses concrete, observable criteria such as cost, quality, quantities, cycle time, and revenue to describe what will be different once the objective is achieved
- Attainable—feasible for the employee based on their demonstrated abilities and the challenge of the objective
- Results-oriented—focused on a key outcome
- Time-bound—includes a timetable for completion

Third: if necessary, edit your objectives

S.M.A.R.T Outcome Examples
1. By the end of the fiscal year, conduct at least 4 coaching meetings with all employees.
2. Accounts are properly balanced by the 30th of each month.
3. Store is adequately staffed, even during peak workload times, with a minimum of over time.

Adapted from Supervisor’s Performance Management Toolkit, Auburn University
http://www.auburn.edu/administration/human_resources/compensation/ccp/pm.htm