

PRD PERFORMANCE FACTOR RATING SCALE

Meets Expectations	The employee consistently <i>meets or exceeds</i> job performance standards in most or all important areas of the factor. Performance is satisfactory for factor.
Does Not Meet Expectations	The employee <i>does not meet</i> job performance standards in important areas of the factor. Performance improvement is needed.

PERFORMANCE FACTORS

1. CUSTOMER SERVICE

Understanding the needs of the internal and external customers; making special efforts to be responsive in meeting their needs and in building customer satisfaction.

A. Definition of "Meets Expectations":

Customer Service Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

2. COOPERATION AND TEAMWORK

Putting the group's success ahead of personal goals; sharing information and resources with others; giving timely responses to requests made by others; promoting teamwork; exhibiting positive attitudes during times of change; taking on new tasks with enthusiasm and energy.

A. Definition of "Meets Expectations":

Cooperation and Teamwork Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

3. COMMUNICATION

Speaking clearly, concisely, and using words easily understood; exchanging ideas with others; listening to understand meaning of oral material; using appropriate style, format, spelling, grammar; writing in a clean, concise, and appropriate manner.

A. Definition of "Meets Expectations":

Communication Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

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PERFORMANCE FACTORS (Continued)

4. ATTENDANCE AND PUNCTUALITY

Coming to work regularly without excessive absences; maintaining assigned work schedules.

A. Definition of "Meets Expectations":

Attendance and Punctuality Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

5. QUALITY OF WORK

Completing work thoroughly, accurately, neatly, and according to specifications; producing output with minimal errors.

A. Definition of "Meets Expectations":

Quality of Work Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

6. QUANTITY OF WORK

Consistently producing a high volume of acceptable work; producing services our output quickly and efficiently.

A. Definition of "Meets Expectations":

Quantity of Work Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

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PERFORMANCE FACTORS (Continued)

7. JOB KNOWLEDGE

Understanding job procedures, policies, and responsibilities; keeping up-to-date technically; acting as a resource person on whom others rely for assistance.

A. Definition of "Meets Expectations":

Job Knowledge Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

8. SUPPLEMENTARY PERFORMANCE FACTOR/PROJECT

A. Definition of "Meets Expectations":

Supplementary Performance Factor Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

9. SUPPLEMENTARY PERFORMANCE FACTOR/PROJECT

A. Definition of "Meets Expectations":

Supplementary Performance Factor Rating	
<input type="checkbox"/> Meets Expectations	<input type="checkbox"/> Does Not Meet Expectations

B. Comments on Performance:

PRD DEVELOPMENT PLAN

*The PRD Development Plan is a recommended part of a comprehensive performance management system that encourages communication and employee growth and improvement.

1. Employee's major strengths during PRD rating cycle:

2. Areas for improvement/enhancement (if any):

3. **Action Plan:**

What action should be taken by the employee and/or supervisor to improve the employee's performance to help achieve the goals during the next performance period?

Or, what professional development opportunities may be appropriate for the employee that may lead to broader professional growth and development?

	Action Plan	Timeframe	Recommended or Mandatory?
Employee:			
Supervisor Comments: (may include commitments)			