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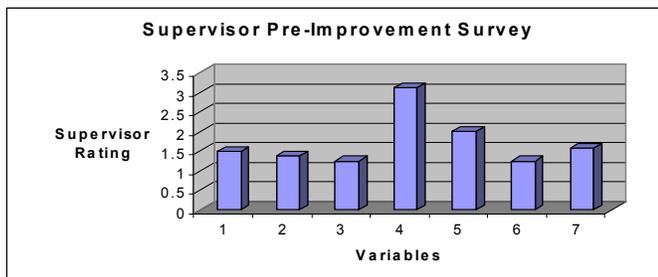
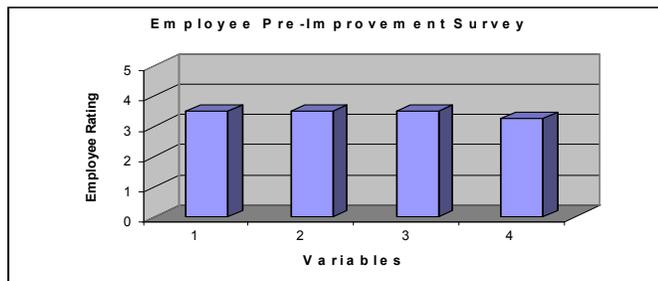
## PLAN

Identify an opportunity and plan for improvement.

**Area for Improvement (Why focus on this area?)** Performance Evaluations are valuable tools for employers and employees to use to identify areas of strength and areas of needed improvement or professional development.

**Target Goal-**Create a more meaningful and efficient Performance Evaluation format that is consistent, specific, accurate, realistic, and measurable.

**Baseline Data-**To create a baseline, staff and supervisors were surveyed to measure their satisfaction with the current evaluation format.



**What change ideas (theories) did you have before you started testing changes?**

We thought that the lack of a consistent format lent itself to inconsistent evaluation quality and inefficiency in the writing process.

## DO

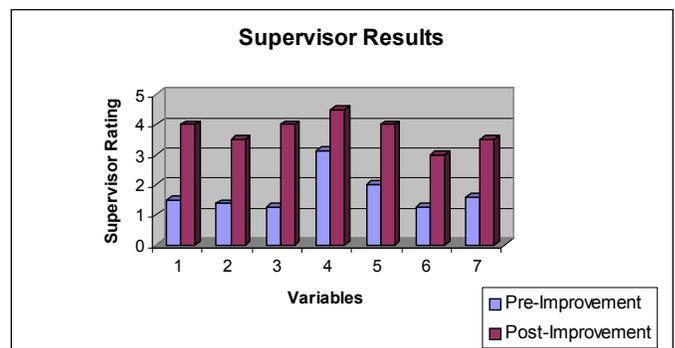
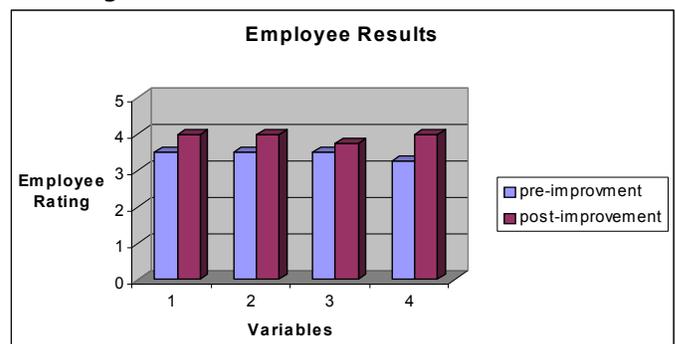
What ideas for improvement did you test?

We tested format revision by creating a standard set of categories and prompts for supervisors to follow while writing the evaluation.

## STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?

The post-change data shows the revision was successful in making the writing process much more efficient for managers and slightly more meaningful to staff.



## ACT

What lessons did you learn from the process? How will this change be sustained?

This process helped us recognize the complexity of the evaluation process and that multiple improvement processes will be needed to achieve our ultimate goal.

The revision of the evaluation format resulted in a much improved experience for supervisors, which was our primary aim.

The revised format will be standardized and provided to all managers and supervisors via the shared drive and DVR intranet to ensure the revised format will be used consistently.