



## Performance Measures Checklist

*Performance Measures track progress towards a goal, report on what has happened in the past, and/or establish a baseline to which future performance can be compared. They should be understandable, relevant, reliable, comparable, and include a target/desired outcome.*

- **Department:**
- **Activity/Function to be measured:**
- **Performance Measure – Owner:** (Who is responsible for the implementation of the performance measure?)
- **Performance Measure – Stakeholders:** (Are there other people who have an interest in this performance measure.)
- **Meaningful Connection** (How does the performance measure connect to the mission, goals, or objectives, and affect decision making processes toward continual improvement?)
- **Type of Performance Measure:** (please check)
  - Measures of Effectiveness (level of goal achievement)
  - Measures of Efficiency (cost per activity)
  - Measures of Workload (units of activity provided)
  - Input Measures (cost or resources consumed)
  - Output Measures (quantify goods or services delivered)
- **Performance Measure:** (Describe what you will measure.)
- **Benchmark or Baseline Data:** (Is there existing data we will compare against? Can be either internal or external.)
- **Target/Desired Outcome:** (What is the goal?)
- **Data Collection Methods/Procedures:** (How will you collect the data?)
- **Data Review Methods/Procedures:** (How will you verify the accuracy of the data, and how often will you review the data for progress towards Target or Desired Outcome?)
- **Reporting Procedures:** (Who will receive the performance information and how often?)
- **Communications Plan:** (How will you communicate the importance of this measure to your staff?)