

Define

SMART format

An important part of managing performance is to establish goals for the upcoming year. The purpose of setting these goals is not to detail your daily activities, but to help you define larger challenges that you will embark upon over the upcoming year. To ensure that professional staff members write effective goals.

However, GOALS are not SMART, it's objectives that are SMART



Some helpful examples...

Improve customer satisfaction as far as possible	becomes...	Increase overall customer satisfaction by 5% this year based on the results of the after sales customer questionnaire.
Keep delivery bays as tidy as possible	becomes...	Clear delivery bays of all waste and other material within 30 minutes of delivery vans leaving.
Investigate absence levels	becomes...	Prepare a board paper by the end of the year which recommends how staff absence might be reduced.
Answer customer queries as quickly as possible	becomes...	Answer all customer queries within two working days.

Want to learn more? www.acas.org.uk/performance