

Applies to: OFMD Front-Line Staff

**GUIDELINES:**

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Issued: October 28, 2016

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**PURPOSE:**

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To establish a process and support guide for management, in completing year-end performance evaluations for front-line employees.

**DEFINITIONS:**

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**Action Plan:** A plan created by manager/supervisor for an employee that has not met establish goals or is not performing their job duties, satisfactory to the department.

**OFMD:** Operations & Facilities Management Department

**PRIDE:** Core Values of department (Professionalism, Respect, Integrity, Dedication, Excellence)

**PROCESS:**

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Each manager and/or supervisor is responsible for completing year-end employee performance evaluations for their staff. The *Front-Line Employee Performance Evaluation – Year End* template can be found on the OFMD website under the Guidelines section:

<https://facilities.med.wustl.edu/about/facilities-management-guidelines/>

Once the year-end performance evaluation document has been downloaded, please fill out the following information prior to beginning the employee assessment:

1. Employee Name
2. Job Title
3. Evaluation Date
4. Supervisor's Name
5. Supervisor's Title

One (1) year-end performance evaluation will be created for each front-line employee of OFMD. Performance scoring categories have already been defined to evaluate the employee against the OFMD Core Values, their goals set at the beginning of the year, critical success factors and an overall assessment of their performance over the past year.

**Performance Ratings (Summary)**

1. Listed below are the five (5) performance categories used to rate the employee's performance. Please read the actual descriptions listed on the evaluation form. A brief summary has been provided for each category.
  - a. Exceeds Expectations: Outstanding work performance, above and beyond.
  - b. Meets All Expectations/: Great work performance, all goals met.
  - Exceeds Some Expectations:

- c. Meets Expectations: Acceptable or good work performance.
- d. Needs Improvement: Mediocre work performance, improvement required, 90-day action plan.
- e. Unacceptable: Poor work performance, corrective action required, 90-day action plan.

**Part A: Mission & Core Values - Review Section**

1. The employee will be evaluated and rating determined based on their performance as aligned to OFMD's Core Values (Professionalism, Respect, Integrity, Dedication, Excellence) as well as the overall mission of the department.
2. Only one (1) of the five (5) Performance Ratings should be determined for the employee's performance, which should then be selected/checked on evaluation form.
2. If additional comments or observations should be noted, you may utilize the Notes area within this section.
3. If an employee has not met the department's mission or core values, an action plan will need to be determined and documented for each criterion not yet met. Each action plan should detail the tasks, steps, efficiencies or improved behaviors, as well as a timeline for these improvements to be made within.

**Part B: Goal Statements – Review Section**

1. The employee's original goals that were established at the beginning of the year will need to be listed within this section. Generally, the number of goals given to each employee should have varied between 3-5 goals.
2. Each employee should be evaluated on whether or not the goals given have been met. If the goals have been met, please summarize how the employee achieved his/her goals by providing details
3. Please obtain a copy of the employee's mid-year performance evaluation to confirm whether the employee was assigned any corrective action (Action Plan). The mid-year review should be noted within this section including discussion and summary of Action Plan, if applicable.
4. The employee will be evaluated and rating determined based on their overall performance of the goals assigned, by selecting one of the five (5) Performance Ratings.

**Part C: Critical Success Factors – Review Section**

1. The employee will be evaluated on job behaviors that are relevant to their job duties, these include, but are not limited to,:
  - a. Properly Prepares for Work
  - b. Work Function
  - c. Special Assignments/Training
  - d. Adaptability/Resourcefulness
  - e. Judgement and Decisiveness
  - f. Quality-of-Service Orientation

- g. Impact
  - h. Team Orientation
  - i. Initiative
  - j. Safety
  - k. Compliance
  - l. Customer Service
2. Please read the description within each section, as applicable; and evaluate employee performance based on that specific job behavior. A section within each job behavior is available to input comments or specific details that support your review/evaluation.
  3. Once you have evaluated the employee against each job behaviors, you will determine and select/check one of the five (5) Performance Ratings based on the overall performance of the Critical Success Factors.

#### **Part D: Individual Development Plan – Review Section**

1. Within this section, please identify, document and discuss with the employee, his/her Development/Improvement Plan, if **applicable**.
  - a. *Development Plan* should identify and document potential or available training opportunities, areas of self-development, on-the-job assignments, and timeline for accomplishments.
  - b. *Improvement Plan* should identify and detail the tasks, steps, efficiencies or improved behaviors, as well as a timeline for these improvements to be made within.
2. Within this section, the employee's new goals will be determined and documented for the next year. Generally, employees are assigned 3-5 goals, but may vary depending the position. These goals should be discussed with the employee prior to completion of this section and during the time when discussing the employee's Development/Improvement Plan.
3. The employee may include his/her feedback, comments or details he/she feels is necessary to the year-end evaluation.

The year-end performance evaluation will be created by the manager/supervisor and discussed with the employee prior to completion and submittal. Within the document, both the manager/supervisor and employee will be able to note any comments regarding the evaluation and performance rating.

After review and discussion of the year-end evaluation, both manager/supervisor and employee should sign the document and submit to OFMD HR Office that will be retained within personnel files. The employee's signature will not necessarily constitute agreement of the evaluation. If the employee does not agree with a particular rating or even overall performance rating, please ensure to document their feedback.