

**Front-Line Employee**

**Performance Evaluation – Year End**

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| Employee Name | Job Title | Evaluation Date |
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| Supervisor’s Name | Supervisor’s Title |  |
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| **PART A: MISSION & CORE VALUES**Please indicate if the employee has met expectations regarding OFMD’s mission and core values.  |
| Mission: The staff of the Operations & Facilities Management Department (OFMD) strives to provide responsible stewardship for the long-term preservation and growth of Washington University School of Medicine’s physical assets while working to ensure a safe, welcoming and high-quality environment for students, faculty, staff and visitors in support of the School’s missions of clinical care, research and education. |
| **Core Values: Professionalism, Respect, Integrity, Dedication, Excellence** |
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| \_\_\_\_\_ **Exceeds Expectations** \_\_\_\_\_ **Meets All Expectations, Exceeds Some Expectations**\_\_\_\_\_ **Meets Expectations** \_\_\_\_\_ **Needs Improvement** \_\_\_\_\_ **Unacceptable** |
| Notes:  |
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| **PART B: GOAL STATEMENTS/ REVIEW/ EVALUATION**List 3 to 5 key goals from last reporting period - short statements of expectation which specify outputs (what is to be produced) and standards (quality, quantity, cost, timeliness) will usually suffice. Provide year-end evaluation (use standards listed below and/or comments, noting accomplishments, goal modification, areas for improvement, in performance review/evaluation). Clarifying comments are highly encouraged. |
| Goal Statement | Review/Evaluation |
| Goal Statement | Review/Evaluation |
| Goal Statement | Review/Evaluation |
| Goal Statement | Review/Evaluation |
| Goal Statement | Review/Evaluation |

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| **Mid-Year Review** (Results Mid-Year) | **Overall Evaluation** (Results Year-End) |
| On Target; no new action required | Exceeds Expectations: Goal attainment exceeded established standards.  |
| Off Target; corrective action discussed | Meets All Expectations, Exceeds Some Expectations: Goal attainment exceeded some established standards and achieved all within established standards.  |
|  | Achieves Expectations: Goals achieved within established standards. |
|   | Needs Improvement: Minimal goal attainment. |
|  | Unacceptable: No goal attainment.  |
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| **PART C: CRITICAL SUCCESS FACTORS** |
| Instructions: Identify the Critical Success Factors (job behaviors) which are relevant to the job and please indicate if employee met expectations.  |
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| **Front-Line Employee: Critical Success Factors - Review/Evaluation** |
| **Critical Success Factor** | **Review/Evaluation** |
| **1. Properly Prepares for Work:** Arrives in work area in a timely manner; passes on needed information to supervisor; maintains proper care of department equipment.  |  |
| **2. Work Function:**  |  |
| **3.** **Special Assignments/Training:**   |  |
| **4. Adaptability/Resourcefulness**: Works effectively during periods of high activity and with varying personality styles and tasks; seeks out and utilizes available resources.  |  |
| **5. Judgment & Decisiveness**: Utilizes information and logic to develop alternative courses of action when decidingupon the best strategy for a given situation; takes action in a timely manner.  |  |
| **6. Quality-of-Service Orientation**: Actively listens and conveys understanding of customers’ requests such that their needs can be anticipated and satisfied; displays sensitivity to their sense of urgency. |  |
| **7. Impact**: Creates a positive impression on others, gainingtheir respect and confidence; displays a positive and profes- sional image.  |  |
| **8. Team Orientation**: Accomplishes tasks working with others and being a good team player; recognizes how his/herdecisions may impact others; seeks input from others. |  |
| **9. Initiative**: Is a self-starter; seeks to influence events rather than just react; originates action; tries new ways to do the job. |  |
| **10. Safety:** |  |
| **11. Compliance with Department Guidelines, including Professional Image, Professional Conduct, etc.:** |  |
| **12. Customer Service:**  |  |

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| Using the following standards, please evaluate the overall job performance, selecting the description that most closely identifies the overall performance: |
| \_\_\_\_\_ **Exceeds Expectations**: Performance and results frequently exceeded the position’s requirements and expectations. All planned goals were achieved above established standards. The performance behavior was consistent with the selected Critical Success Factors. The contributions made improved the effectiveness of the department or unit.  |
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| \_\_\_\_\_ **Meets All Expectations, Exceeds Some Expectations**: Performance and results mostly exceeded the position’s requirements and expectations. All planned goals were achieved. The performance behavior was consistent with the selected Critical Success Factors. The contributions made improved the effectiveness of the department or unit.  |
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| \_\_\_\_\_ **Meets Expectations**: Performance and results met all position requirements and expectations. Planned goals were achieved within acceptable standards. There may have been some accomplishments which exceeded expectations and some areas where results did not fully meet expectations. Similarly, the performance behavior is generally consistent with the selected Critical Success Factors. On balance, this is a good performer. (Performance Development Plan for further development/growth is needed.) |
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| \_\_\_\_\_ **Needs Improvement**: Performance and results met some, but not all the position’s requirements and expectations. The need for further development and/or improvement is recognizable. The performance behavior demonstrated is occasionally consistent with the selected Critical Success Factors. Sustained progress and improvement are required. (Performance Improvement Plan is needed.)\_\_\_\_\_ **Unacceptable**: Performance and results do not meet the position’s requirements and expectations. Performance Development Plan and/or discipline is required as applicable. |

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| **PART D: INDIVIDUAL DEVELOPMENT PLAN** |
| Working with the staff member, establish plans, with time frames for accomplishment, designed to develop and/or improve skills. Development activities may include formalized training, seminars, on-the-job assignments, self-development, etc. Be certain to take into consideration areas of demonstrated strengths and areas for improvement (Overall Performance) when developing this plan.  |

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| Development Plan/Performance Improvement Plan (if applicable): |

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| Employee Goals (new): |

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| Employee Comments: |

**APPROVALS**

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| PREPARED BY: | TITLE: | DATE: |
| REVIEWED BY: | TITLE: | DATE: |
| EMPLOYEE SIGNATURE: | DATE: |

(EMPLOYEE’S SIGNATURE DOES NOT NECESSARILY CONSTITUTE AGREEMENT WITH THIS EVALUATION)