

PERFORMANCE MEASURES

Category	Definition	Rating Scale/Description
Quality	<ul style="list-style-type: none"> • Refers to accuracy, usefulness or effectiveness. • The degrees to which objectives are achieved and extent to which targeted problems are solved. • In Management, effectiveness relates to <i>getting the right things done</i>. 	<p>5 – work done is exceptional</p> <p>4 – work done is highly acceptable <i>(exceeds the agreed specifications/ terms/ conditions/ standards/expectations)</i></p> <p>3 – Work done is acceptable <i>(conforms to agreed specifications/ terms/ conditions/ standards/expectations)</i></p> <p>2 – Work done falls short of expectations.</p> <p>1 – Work done is not acceptable</p>
Quantity	<ul style="list-style-type: none"> • Refers to how much work is done/produced in a given period. • Volume of work. • The extent to which time or resources is used for the intended task or purpose. 	<p>Based on Item III-2 of CSC MC 13, s. 1999:</p> <p>5 – performance exceeds targets by 30% and up. <i>(Ex. If target is 100, output is 130)</i></p> <p>4 – performance exceeds targets by 15% to 29% <i>(Ex. If target is 100, output is 115 to 129)</i></p> <p>3 – performance of 100% to 114% of the planned targets. <i>(Ex. If target is 100, output is 100 to 114)</i></p> <p>2 – performance of 51% to 99% of target <i>(Ex. If target is 100, output is 51 to 99)</i></p> <p>1 – performance is 50% and below the Target <i>(Ex. If target is 100, output is 50 and below)</i></p>
Timeliness	<ul style="list-style-type: none"> • Measures whether the deliverable was done on time based on the requirements of the law and/or clients/ stakeholders. • Time-related performance indicators evaluate such things as project completion deadlines, time management skills and other time sensitive expectations. 	<p>5 – task completed 15% and above ahead of schedule <i>(Ex: If target is 100 days, task is completed 85 days and below)</i></p> <p>4 – task completed below 15% ahead of schedule <i>(Ex. If target is 100 days, task is completed 86 days up to 99 days)</i></p> <p>3 – task completed on the deadline. <i>(Ex. If target is 100 days, task is completed is 100 days)</i></p> <p>2 – task completed after the deadline.</p> <p>1 – task not accomplished at all.</p>