

# Performance Review Description: Score 2

## 2. Unsatisfactory: Consistently fails to meet expectations

- Has no understanding of job responsibilities, does not know what's they're supposed to do
- Lacks the necessary skills to perform their job, does not know how to do their job
- Does not know or understand how their job affects others, does not understand directions given
- Does not understand or is unable to perform responsibilities of flex jobs/jobs in other departments
- Has displayed performance levels that are poor or have been consistently declining
- Quality of work is poor
- Doesn't pay enough attention to the work that needs to be done, consistently overlooks details
- Makes impulsive and rash decisions, unable or unwilling to make reasonable decisions
- Is unable to identify potential problems within the scope of their job
- Makes little or no effort to communicate with team members or supervisors in any form
- Is not ready to work at start of shift or after breaks. Is tardy frequently.
- Spends more time socializing than working
- Spends too much time on low-level priorities
- Expects others to carry the load
- Always seeks the easy way out
- Needs constant direction
- Does not buy in to Company Goals.
- Is unwilling to accept feedback and guidance
- Shows little interest or motivation in upgrading performance
- Does not care about achieving operational excellence
- Focuses and perpetuates negativity.
- Uses knowledge to promote only themselves, unwilling to share job knowledge with others in order to promote operational excellence
- Quick to always point out other's mistakes
- Fails to take responsibility for his/her failures, blames others(people or circumstances) for performance problems

# Performance Review Description: Score 2.5

## 2.5 Marginal: Inconsistently meets expectations

- Understands parts of job responsibilities, knows the purpose of some of their job
- Inconsistently displays skills and knowledge needed to perform their job, knows how to do parts of their job
- Does not understand how all parts of their job affects others
- Inconsistently demonstrates the understanding and skills needed to perform responsibilities of flex jobs/jobs in other departments
- Displays performance levels that are below average
- Quality of work is inconsistent
- Attention to detail and focus on the task at hand is inconsistent,
- Uses inappropriate criteria in making decisions
- Recognizes problems but does not know what to do next
- Unable to clearly communicate via text, email, on paper or orally, does not communicate the proper information to the appropriate people (How communication occurs, what is communicated and to whom the communication is addressed)
- Punctuality is sporadic
- Can be sidetracked by minor obstacles and challenges
- Confuses priorities with preferences, argues over priorities
- Spends more time as a spectator than as a participant
- Is primarily interested in things that have little to do with work
- Regards performance measures as unfair
- Is not open to using new strategies to improve results
- Is satisfied with his/her current performance, despite the fact that it isn't satisfactory
- Does not interact respectfully with coworkers
- Feels that others are intentionally trying to make him/her look bad
- Resists sharing knowledge and experience with others
- Insists that improvements in performance are coming soon

# Performance Review Description: Score 3

## 3. Fully competent: Meets expectations

- Understands and consistently demonstrates job responsibilities, knows what they're supposed to do
- Consistently displays skills and knowledge to perform their job, knows how to do their job
- Understands and knows how their job affects others
- Understands the directions given
- Consistently demonstrates the understanding and skills needed to perform responsibilities of flex jobs/jobs in other departments
- Delivers consistent performance
- Has visibly improved or maintained his/her performance at acceptable levels
- Quality of work is consistent and acceptable
- Attention to detail and focus on the task at hand is consistent
- Projects and job tasks are thought through before duties are performed (no shooting from the hip)
- Evaluates situations and uses appropriate information before making a decision
- Able to recognize problems and decide appropriate ways to correct the issue
- Communicates the appropriate information to the appropriate people in the appropriate timeframe
- Writes, emails, texts clearly and logically, uses appropriate grammar and punctuation
- Speaks clearly and logically
- Speaks appropriately to customer and vendors
- Is ready for work at the start of the day (not punching in at scheduled start time), returns to work stations after breaks promptly
- Focuses on work, not on the clock
- Understand priorities, discusses priorities when there is confusion
- Takes the next step without having to be told what to do
- Sticks with projects or situations that are challenging, doesn't just pass off the task to someone else or to their supervisor
- Is open to using new strategies to improve results
- Shows respect for other co-workers
- Is motivating and encouraging
- Takes job performance feedback to heart and takes appropriate actions to improve performance if necessary

# Performance Review Description: Score 3.5

## 3.5 Excellent: Frequently exceeds expectations

- Understands how different job duties relate to each other within the department
- Demonstrates the ability to perform other jobs within their department (is fully cross-trained within their department)
- Is fully cross-trained in other departments
- Understands how different job duties relate to each other throughout multiple departments
- Quantity of work produced is consistently in the top 20%
- Quality of work is never an issue
- Rarely misses details, strong attention to detail for work performed by others
- Thinks about possible outcomes of the decision being made
- Is able to identify problems before they occur
- Has a compelling “can-do” attitude
- Keeps pushing until the desired outcomes are achieved
- Communicates at a level where they help other employees understand (goals, products, job duties, etc...)
- Clearly gives directions to other employees
- Comes to work ready to excel
- Focuses his/her priorities on achieving maximum efficiency
- Demonstrates the ability to multi-task
- Is energized by the prospect of achieving challenging goals
- Is undaunted by difficult challenges, tough obstacles, or frustrating events
- Is committed to ideas that drive operational excellence
- Suggests and implements new techniques and new ideas
- Refuses to settle for status-quo performance
- Shares knowledge and experience with other employees in an effort to increase the other’s job knowledge and performance
- Sets high personal performance expectations

# Performance Review Description: Score 4

## 4. Exceptional: Consistently exceeds expectations

- Serves as a highly positive role model in all performance areas
- Demonstrates the knowledge and ability to run the department if necessary
- Is frequently mentioned by name whenever the topic of outstanding performance comes up
- Can step in and assist in running other departments
- Quantity of work produced is consistently in the top 5%
- Quality of work is used for setting the standard
- Models effective communication
- Creates new strategies to improve performance
- Drives ideas that promote and deliver operational excellence
- Prevents other from pursuing minor projects that superficially appear to be important
- Improves the performance of others
- Uses knowledge and experience to mentor and train other employees
- Maintains the highest personal performance standards