

Summary of Performance Measure Types

How much did we do?

Customers served
(by customer characteristic)

Activities
(by type of activity)

How well did we do it?

% Common measures
Workload ratio, staff turnover rate, staff morale, percent of staff fully trained, worker safety, unit cost, customer satisfaction: *Did we treat you well?*

% Activity-specific measures
Percent of actions timely and correct, percent clients completing activity, percent of actions meeting standards

Is Anyone Better Off?

Skills / Knowledge

Attitude / Opinion

Behavior

Circumstance

% Skills / Knowledge

% Attitude / Opinion
including customer satisfaction:
Did we help you with your problems?

% Behavior

% Circumstance