



**PERFORMANCE
MEASURES:
Do you measure
what counts?**

Note: *This communication provides general information about human resources and employment practices issues. It is not a legal opinion or legal advice. Readers should confer with appropriate legal counsel for their particular situations.*

Managers can use performance measures to drive business results. Carefully developed measures tell employees what's important and helps them set priorities. By focusing on what counts, measures tell employees how well they are achieving individual and organizational goals.

Keep in mind, though, that not all measures are equal and one size does not fit all. Good measures reflect an organization's strategic and operational goals. To get the most from performance measures, consider the following guidelines:

- Determine what's important to measure. Make certain that performance measures are meaningful and reflect the organization's needs.
- Align the organization's needs with the work being done at the departmental, group, and individual employee level.
- Communicate results and information to the people who can use it. Measures that are not communicated, or are randomly assessed, are almost worthless. Measurement feedback should be timely, and communicated to the right people.
- Evaluate results. Regularly evaluate results and make adjustments as necessary.

BottomLine

Good performance measurement helps managers and employees evaluate performance, continuously improve, and focus on the work that an organization needs. Performance measures and related goals can help you drive results by telling you how your business is doing and how you stack up against the competition.

If you would like more information about this or other human resources and employment practices issues, please contact Praxis HR via email at info@praxis.com by phone at 206.262.8133 or visit our website at www.praxishr.com.