

Examples of Objective Setting for McMaster TMG

Example 1

Achievement Rating	Performance/Training Objectives <i>What will you accomplish?</i>	Action Plan <i>How will you accomplish this objective? What resources or support are needed?</i>	Measures of Success <i>What does success look like?</i>	Actual Results <i>What was actually achieved?</i>
Achieving	Increase customer service by end of term (December, 2015)	<ul style="list-style-type: none"> • Will make sure phone calls are returned within same business day • Send confirmation of room bookings to reduce overlap, inaccurate information • Identify back-up position to cover lunch and breaks 	<ul style="list-style-type: none"> • Reduced complaints from students • Survey feedback indicates high level of customer satisfaction overall 	<ul style="list-style-type: none"> • Student complaints continue • Survey feedback indicates frustration that customers don't get information they need, don't get calls returned, receive incorrect information • Often no coverage at the front desk
Successful	Increase customer service by end of term (December, 2015)	<ul style="list-style-type: none"> • Will make sure phone calls are returned within same business day • Send confirmation of room bookings to reduce overlap, inaccurate information • Identify back-up position to cover lunch and breaks 	<ul style="list-style-type: none"> • Reduced complaints from students • Survey feedback indicates high level of customer satisfaction overall 	<ul style="list-style-type: none"> • Student complaints are reduced • Survey feedback indicates customer service is greatly improves • No new complaints from customers about response times • Desk is covered at all times

<p>Outstanding</p>	<p>Increase customer service by end of term (December, 2015)</p>	<ul style="list-style-type: none"> • Will make sure phone calls are returned within same business day • Send confirmation of room bookings to reduce overlap, inaccurate information • Identify back-up position to cover lunch and breaks 	<ul style="list-style-type: none"> • Reduced complaints from students • Survey feedback indicates high level of customer satisfaction overall 	<ul style="list-style-type: none"> • No student or customer complaints • Unsolicited positive feedback on service • Survey feedback indicates high customer satisfaction and confidence • Staff take extra steps to ensure customers needs are attained • Increased staff satisfaction from positive feedback • Nomination for President's Staff award for positive workplace change
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Example 2

Achievement Rating	Performance/Training Objectives <i>What will you accomplish?</i>	Action Plan <i>How will you accomplish this objective? What resources or support are needed?</i>	Measures of Success <i>What does success look like?</i>	Actual Results <i>What was actually achieved?</i>
Achieving	Host a High School parent-student Day in Spring, 2016	<ul style="list-style-type: none"> • Identify internal departments that need to be involved • Work with High School reps to ensure coordination with parents/teachers • Event is planned to maximize attendance and value to participants 	<ul style="list-style-type: none"> • All appropriate internal departments have been included • Coordinates with High School reps to maximize attendance of teachers/parents Teachers/parents/ students able to attend • Survey of attendees indicates high satisfaction with venue, planning, and value of information received 	<ul style="list-style-type: none"> • Complaints that information was not received by several departments • Event hosted during final exam period for high school students reducing attendance numbers • Survey results - 'satisfactory' feedback on overall value of day • Not enough food • Not well attended • Unclear who was 'in charge'
Successful	Host a High School parent-student Day in Spring, 2016	<ul style="list-style-type: none"> • Identify internal departments that need to be involved • Work with High School reps to ensure coordination with parents/teachers • Event is planned to maximize attendance and 	<ul style="list-style-type: none"> • All appropriate internal departments have been included • Coordinates with High School reps to maximize attendance of teachers/parents 	<ul style="list-style-type: none"> • Satisfaction by internal departments, high schools/ parents and teachers with coordination and timing of event • Survey results - 'satisfactory' feedback on overall value of day

		value to participants	Teachers/parents/ students able to attend <ul style="list-style-type: none"> Survey of attendees indicates high satisfaction with venue, planning, and value of information received 	
Outstanding	Host a High School parent-student Day in Spring, 2016	<ul style="list-style-type: none"> Identify internal departments that need to be involved Work with High School reps to ensure coordination with parents/teachers Event is planned to maximize attendance and value to participants 	<ul style="list-style-type: none"> All appropriate internal departments have been included Coordinates with High School reps to maximize attendance of teachers/parents Teachers/parents/ students able to attend Survey of attendees indicates high satisfaction with venue, planning, and value of information received 	<ul style="list-style-type: none"> Internal departments highly satisfied at coordination and timing of event. Unsolicited positive feedback received from students/parents Attendance exceeded projected numbers, and contingency planning enabled seamless accommodation Met projected cost projection Many parents/students indicate changing their 1st selection to McMaster

Example 3

Achievement Rating	Performance/Training Objectives <i>What will you accomplish?</i>	Action Plan <i>How will you accomplish this objective? What resources or support are needed?</i>	Measures of Success <i>What does success look like?</i>	Actual Results <i>What was actually achieved?</i>
Achieving	Reduce Department printing costs by 10% by end of budget year 2015/16	<ul style="list-style-type: none"> • Review current users of printing services Review current paper supplier against alternate suppliers and determine cost savings • Review copier service contracts and meet with service supplier to review alternatives • Meet with departmental administrative staff to brainstorm ideas 	<ul style="list-style-type: none"> • Costs will be reduced through a number of strategies: <ul style="list-style-type: none"> - Areas of potential cost- recovery identified (e.g., faculty research photocopying, research centers, students) - Alternate paper suppliers are identified that provide a cost- saving - Trade-in older photocopiers for newer models that will provide greater efficiency overall 	<ul style="list-style-type: none"> • Overall printing costs increased by 4% • Alternate paper supplier provided competitive pricing, but additional shipping increased overall cost • No cost-recovery strategies implemented • Replaced photocopiers with newer models with fax/printer capabilities- increased overall costs • Staff dissatisfaction with lack of training provided on new photocopiers
Successful	Reduce Department printing costs by 10% by end of budget year 2015/16	<ul style="list-style-type: none"> • Review current users of printing services • Review current paper and supplier against alternate suppliers and determine cost savings • Review copier service 	<ul style="list-style-type: none"> • Costs will be reduced through a number of strategies: <ul style="list-style-type: none"> - Areas of potential cost- recovery 	<ul style="list-style-type: none"> • Printing costs reduced by 10% • Identified alternate paper supplier that provided cost savings • Cost recovery strategies implemented for research-

		<p>contracts and meet with service supplier to review alternatives</p> <ul style="list-style-type: none"> • Meet with departmental administrative staff to brainstorm ideas 	<p>identified (e.g., faculty research photocopying, research centers, students)</p> <ul style="list-style-type: none"> - Alternate paper suppliers are identified that provide a cost- saving • - Trade-in older photocopiers for newer models that will provide greater efficiency overall 	<p>areas</p> <ul style="list-style-type: none"> • Reviewed copier contracts; replaced those expiring with machines that have printing/fax capabilities, reducing the need for some planned printer/fax purchases • Increased staff satisfaction by being included in the process
Outstanding	Reduce Department printing costs by 10% by end of budget year 2015/16	<ul style="list-style-type: none"> • Review current users of printing services • Review current paper and supplier against alternate suppliers and determine cost savings • Review copier service contracts and meet with service supplier to review alternatives • Meet with departmental administrative staff to brainstorm ideas 	<ul style="list-style-type: none"> • Costs will be reduced through a number of strategies: - Areas of potential cost- recovery identified (e.g., faculty research photocopying, research centers, students) - Alternate paper suppliers are identified that provide a cost- saving - Trade-in older photocopiers for newer models that will provide greater efficiency overall 	<ul style="list-style-type: none"> • Printing costs reduced by 20% • Identified an alternate paper supplier for the University that provided substantial overall cost-savings • New photocopiers offer printing and fax services that reduce the need for planned printer purchases and reduce overall fax costs • Increased staff morale and satisfaction by being included in the process and providing timely training