Sample SMART Goals

ATTENDANCE
- Improve attendance from _____ missed days of work during the period of mm/dd/yyyy to mm/dd/yyyy to (less than) _____ missed days of work during the period of mm/dd/yyyy to mm/dd/yyyy.
- Improve attendance to "meets expectations" by decreasing call-off by ____%.

PROFESSIONAL DEVELOPMENT
- (Attend or Participate) a minimum of one personal development (workshop, class or other developmental resource) agreed to by yourself and your supervisor during the time period of mm/dd/yyyy to mm/dd/yyyy.
- Identify three learning outcomes from the Professional Development resource and create an action plan for the execution of those outcomes within one working week from the completion of this conversation.

COMPLETION / INITIATION OF WORK
- Demonstrate professionalism and safety habits by cleaning work areas after completing each daily assignment.
- Create a ___% increase in work orders between mm/dd/yyyy and mm/dd/yyyy by generating work orders when onsite with customers.

OWNERSHIP/ACCOUNTABILITY
- Demonstrate leadership by completing the action steps required for completion of assigned project within rating period. Act as the liaison with supervisors, co-workers and staff to coordinate results when problems arise, and communicate with the customer on how problems will be resolved.
- Improve product delivery by providing final product to supervisor with at minimum 7 days for review and feedback.

QUALITY OF WORK
- Improve written communication by demonstrating an ___% decrease in errors within 90 days.
- Decrease the number of repeat calls on a work order from ___% to less than ___% during the rating period of mm/dd/yyyy and mm/dd/yyyy.
Sample SMART Goals

SAFETY
- Demonstrate safe work habits by following the proper protocols and procedure 100% of the time during rating period of mm/dd/yyyy and mm/dd/yyyy.
- Display personal protective equipment (PPE) required by job classification or specific job duties 100% during rating period of mm/dd/yyyy to mm/dd/yyyy.

INNOVATION
- Generate at least two ideas to save money, improve customer service or streamline a process during the rating period of mm/dd/yyyy to mm/dd/yyyy.
- Determine a minimum of three ways for existing programs to generate a ___% increase of revenue.

PROFESSIONAL IMAGE
- To report for work dressed in the full uniform 100% of the time during the time period mm/dd/yyyy to mm/dd/yyyy.
- Limit the incorporation of stained or ripped denim attire to only Fridays.

CUSTOMER SERVICE
- Increase customer retention by ____% through ___% follow-up with unhappy customers.
- Respond to all service requests within 24 hours; if service request cannot be resolved within 24 hours, update customer via phone or email every 1-2 business days.

CASH HANDLING
- Defining justification for 100% of variances in daily cash reconciliation.
- Following all protocols and procedures in daily cash handling.