

The purpose of the *Performance Study* is to identify gaps and opportunities for improving human performance.

A desired outcome of this study is to provide management with a strategic plan for improving human performance operations.



This strategic plan will enable management to target training and related human-capital dollars to produce the most results and improve operations.

An optional outcome of this study is to help determine what types of federal, state, and local incentives for which the company may be eligible.

# Performance Study Fact Sheet

## Methodology

Generally speaking, our team will gather information using the following methods:

- ❑ Conducting interviews with site managers, supervisors, and hourly workers in production and maintenance. We expect to interview people either individually (one-on-one) and / or in small focus groups (2 - 3 individuals simultaneously). The interviews will last approximately 40 - 50 minutes.
- ❑ Conducting observations/walk-throughs of the various processes.
- ❑ Gather relevant metrics (e.g., productivity measurements, turnover, waste, volume, quality, etc.)
- ❑ Review materials and documents used by personnel.
- ❑ Review materials / documents that benchmark best practices, including data available from research-based organizations, documented precedents, and our own experience base.

*Interviews, observations, and reviews focus on how the company conducts business in those areas identified in the "Performance Wheel" (copyright 1986-2005 Performance Technology Group, Inc.).*

**Selection Methods:** process whereby candidates are selected for employment (includes those candidates new to the job and those employees seeking transfer or promotion).

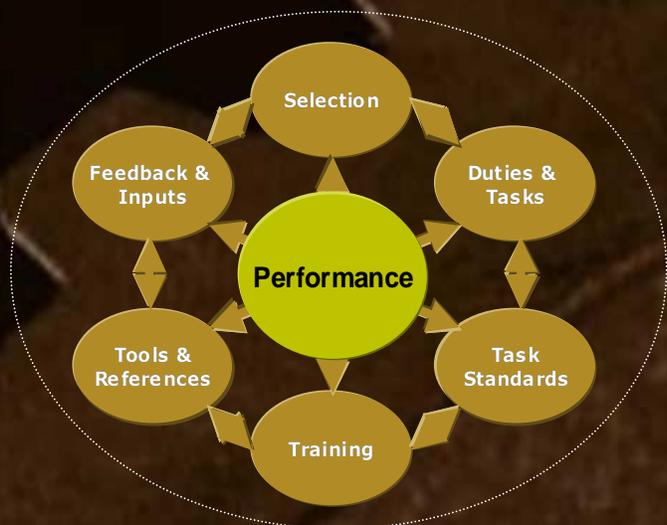
**Job Duties & Tasks:** definitive listing of the tasks (discrete units of work), organized into related groups (duties), performed by an individual within a specific job classification.

**Task Performance Standards:** measurable, observable criteria whereby an individual can determine if a specific task has been performed correctly.

**Training (Skills & Knowledge):** process or system by which an individual acquires the ability to do something he or she was previously unable to do; can be formal or informal, structured or unstructured; effective or ineffective.

**Tools & References:** items used by job incumbents to perform specific tasks.

**Feedback & Inputs:** processes, systems, or methods whereby performance information is conveyed to job incumbents individually and as a group; methods and means used to harvest ideas.



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**Performance Wheel**

*When it comes to Performance Technology, we're the Group!*

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