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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TARGET SETTING WORKSHEET** | | | | | | | | | | | | | | | | | | | | | | |
| **Indicator**: | | |  | | | | |  |  | | | | | | | | | | | | |  |
|  | | | Number | | | | |  | Description | | | | | | | | | | | | |  |
|  | | |  | | | | |  |  | | | | | | |  | | | | | |  |
| **Process**: | | |  | | | | |  |  | | | | | | |  |  | | | | |  |
|  | | | Number | | | | |  | Description | | | | | | |  | Owner | | | | |  |
|  | | |  | | | | |  |  | | | | | | |  |  | | | | |  |
| **Organization**: | | |  | | | | |  |  | | | | | | |  |  | | | | |  |
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| **Possible Target Methodologies** | | | | | | | | | | **Pertinent Information** | | | | | | | | **Importance of Methodology for Setting Target** | | | | |
| **Critical** | **Important** | **Nice to Know** | **Not Useful** | |
| **4** | **3** | **2** | **1** | |
| **1** | | **Customer Valid Requirements** | | | | | | | |  | | | | | | | |  | | | | |
|  | | 1. Who are the Stakeholders | | | | | | | |  |  |  |  | |
|  | | 1. What level of performance do they want / need? | | | | | | | |  |  |  |  | |
| **2** | | **Benchmark** (Internal/External) | | | | | | | |  | | | | | | | |  | | | | |
|  | | 1. What has been our best performance level? | | | | | | | |  |  |  |  | |
|  | | 1. What performance levels have other similar agency organizations achieved? | | | | | | | |  |  |  |  | |
|  | | 1. What performance levels have other similar outside organizations achieved? | | | | | | | |  |  |  |  | |
|  | | 1. What are industry targets? | | | | | | | |  |  |  |  | |
| **3** | | **Historical Trends** | | | | | | | |  | | | | | | | |  | | | | |
|  | | 1. What Continuous Quality Improvement trends have we achieved in the past? | | | | | | | |  |  |  |  | |
|  | | 1. What has been our best performing recent period/year? | | | | | | | |  |  |  |  | |
| **4** | | **Management Viewpoints** | | | | | | | |  | | | | | | | |  | | | | |
|  | | 1. What levels of performance are needed to achieve organization goals/ objectives? | | | | | | | |  |  |  |  | |
|  | | 1. What other factors (new technology, budget, etc.) need to be considered before setting target? | | | | | | | |  |  |  |  | |
| **Describe Target and Methodology Selected** | | | | | | | | | | | | | | **Draw Example Line Graph with Target** | | | | | | | | |
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|  | Recommended | | |  | Date |  | Approved | | | |  | Date |  |  |  | | | |  |  | |  |