

Total Quality Management Evaluation

EMPLOYEE NAME		TITLE
DEPARTMENT		
DATE OF EMPLOYMENT	DATE OF LAST TQM	NEXT SCHEDULED TQM

INSTRUCTIONS: Evaluate work performance as it applies to the job's requirements. Circle the letter that describes performance. Add comments to explain. (N/A if Not Applicable.)

AE – Above Expectations ME - Meets Expectations NI - Needs Improvement U - Unsatisfactory

FACTORS	PERFORMANCE RATINGS	COMMENTS
AVAILABILITY -Degree that an employee is prompt concerning break & meal periods and overall attendance.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
ADHERENCE TO POLICY -The degree to which an employee follows safety rules and other regulations.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
BEHAVIOR PATTERN -Stability, politeness, personal appearance and judgment shown on the job.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
CREATIVITY -Degree to which an employee suggests ideas or discovers better ways of accomplishing goals.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
DEPENDABILITY -Degree that an employee can be relied upon to complete a job.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
INDEPENDENCE -Degree of work accomplished with little or no supervision.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
INITIATIVE -Degree an employee searches out new tasks and expands professional & personal abilities.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
INTERPERSONAL RELATIONSHIPS - The willingness & ability to communicate cooperate & work with peers & managers.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
KNOWLEDGE OF THE JOB -Useful technical skills and information used at work.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
PRODUCTIVITY -The accuracy of work finished in a specific amount of time.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	
QUALITY -The accuracy, detail, and acceptability of work accomplished.	<input type="checkbox"/> AE <input type="checkbox"/> ME <input type="checkbox"/> NI <input type="checkbox"/> U	

LIST ACCOMPLISHMENTS SINCE LAST TQM	
COMMENT ON AREAS THAT NEED IMPROVEMENT	
MAKE RECOMMENDATIONS FOR CAREER DEVELOPMENT –SCHOOLING, SEMINARS, ETC.	
RATE EMPLOYEE'S OVERALL PERFORMANCE IN COMPARISON TO THE JOB'S REQUIREMENTS	
<input type="checkbox"/> AE – Above Expectations <input type="checkbox"/> ME - Meets Expectations <input type="checkbox"/> NI - Needs Improvement <input type="checkbox"/> U - Unsatisfactory	
COMMENTS	
DATE OF EVALUATION	EMPLOYEE'S SIGNATURE
FOLLOW UP TQM REQUESTED	FOLLOW UP DATE
<input type="checkbox"/> YES <input type="checkbox"/> NO	
TQM EVALUATOR	TODAY'S DATE

EIGHT KEYS TO SUCCESS

1. Personal Values

Valued Workers:

- Are honest, motivated & exhibit a good attitude
- Have personal and career goals
- Have a positive self-image

2. Problem-Solving & Decision-Making Skills

Valued Workers:

- Adapt to change & are flexible
- Are creative and innovative
- Can reason and make objective judgments
- Plan and organize work

3. Relations with Other People

Valued Workers:

- Accept authority & supervision yet have leadership skills
- Are team players
- Are friendly, cooperative, and tactful
- Respect the rights and property of others
- Respect constructive criticism
- Respect diversity

4. Communication Skills

Valued Workers:

- Ask Questions and listen well
- Express themselves clearly
- Notify supervisor of absences
- Seek help when needed

5. Task-Related Skills

Valued Workers:

- Care for tools and materials
- Complete work on time
- Follow directions
- Stick with a task
- Work neatly and accurately
- Work to improve their performance

6. Maturity

Valued Workers:

- Are confident, assertive, reliable and dependable
- Accept responsibility
- Are willing to perform extra work and work OT
- Show initiative
- Show pride in their work
- Work well without supervision

7. Health and Safety Habits

Valued Workers:

- Dress appropriately
- Practice good personal hygiene
- Observe safety rules
- Take an interest in good health habits

8. Commitment to a Job

Valued Workers:

- Are enthusiastic, punctual & have good attendance
- Exhibit loyalty to the company
- Give their best efforts and show concern for future