

**SECTION 2:  
MANAGEMENT EMPLOYEE  
PERFORMANCE REVIEW**

**SUPERVISOR’S EVALUATION**

Name:	
Title:	
Supervisor:	
Review Period:	

**DIRECTIONS:**

**Directions:** Rank employee’s achievement based on definitions provided below. A second page may be added if additional space is needed for comments.

**EXCEPTIONAL:** Consistently exceeds standards – Shows initiative in setting priorities that strongly support organizational mission and goals. Competencies and abilities are clearly recognized by peers as well as managers. This year’s contribution clearly moved the organization forward.

**HIGHLY SUCCESSFUL:** Consistently met and often exceeds standards – Demonstrates in-depth knowledge of all criteria. This year’s contribution is clearly identifiable.

**FULLY SUCCESSFUL:** Consistently met standards in most or all performance areas – Demonstrates knowledge in most or all job criteria. No major errors of execution or strategy. Good solid performer.

**MINIMALLY SUCCESSFUL:** Does not consistently meet standards in one or more performance areas - Needs to demonstrate on-going ability to set priorities that reflect organizational mission and goals.

**UNACCEPTABLE:** Consistently deficient in meeting standards – Performance significantly below standards - Demonstrates incompetence in most critical areas.

**1. JOB KNOWLEDGE**

*Assess the depth and breadth of knowledge the incumbent has acquired and applied in the performance of his/her assignment. Consider how aggressively the incumbent seeks pertinent new information and shares his/her knowledge with others.*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 2. CUSTOMER SATISFACTION

*Assess the incumbent's knowledge of customers' needs. Does he/she take a proactive stance in meeting and exceeding customer needs? Is he/she aware of customer needs and requirements and manage toward those needs and requirements?*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 3. COMMUNICATIONS

*Assess the incumbent's proficiency in oral and/or written (correspondence, reports, or memos) communication with co-workers, customers, or management. Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 4. ACCOUNTABILITY

*Assess the incumbent's actions and behaviors that significantly contribute to both internal and external success. Creates a positive working environment; Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Meets attendance and punctuality guidelines.*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 5. LEADERSHIP

*Assess the incumbent's ability to provide effective leadership in his/her operation. Does the incumbent articulate a clear sense of purpose and direction? Does he/she pursue continuous improvement in everything he/she does? Does he/she inspire and motivate others? Are accomplishments recognized and celebrated? If he/she able to make tough and timely decisions? Does the incumbent work collaboratively with others in the system?*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 6. PLANNING AND OPERATIONS MANAGEMENT

*Assess the incumbent's ability to manage the business and administrative aspects of your operation. Does he/she develop and implement goals, strategies and work plans to achieve objectives? Does the incumbent manage resources in an effective and timely manner, including fiscal, people, facilities, equipment and other resources?*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

## 7. CREATIVITY, CONTINUOUS IMPROVEMENT AND MANAGEMENT OF CHANGE

*Assess the incumbent's willingness to seek out, analyze, develop, apply and transfer new ideas and concepts. Does the incumbent understand the need for change and foster change and adjust activities accordingly? Does the incumbent encourage others to be open to the application of new processes and new technologies?*

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**8. COMMITMENT TO DIVERSITY AND VALUING INDIVIDUALS UNIQUE CONTRIBUTIONS**

Assess the incumbent's ability to communicate and demonstrate commitment to affirmative action and equal employment opportunity to employees. Does he/she work effectively with people of diverse backgrounds and styles, deriving value from their differences?

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**9. QUALITY OF WORK PERFORMED**

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**10. EFFECTIVE USE OF TIME & RESOURCES**

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**11. ABILITY TO BUILD INTERPERSONAL RELATIONSHIPS**

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**12. ABILITY TO FOSTER A CIVIL WORK ENVIRONMENT**

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**HOW WOULD YOU RATE THE EMPLOYEE'S OVERALL PERFORMANCE?**

Exceptional  Highly Successful  Fully Successful  Minimally Successful  Unacceptable

**OVERALL COMMENTS REGARDING EMPLOYEE'S PERFORMANCE:**

Use an additional page below, if necessary.

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Employee's Signature

Date

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Supervisor's Signature

Date

