



# **DPMAP: 21st Century Performance Management IMCOM Update - #10**

## **DPMAP: Writing SMART Standards - “S”**

Standards should be written using the SMART criteria, providing the framework for developing effective results and expectations.

In order to help you remember the criteria for an effective performance standard, we will utilize the acronym SMART, where the letters S-M-A-R-T have a particular meaning. Not every performance standard has to have a quantitative standard assigned to it. Whenever possible, supervisors should include specific deadlines, time limitations, budget restrictions, or other standards for quality, quantity, timeliness, or cost-effectiveness.

While not every performance standard lends itself to utilizing all five aspects of the SMART criteria, supervisors should strive to include as many of the SMART elements as possible.

Let's take them one at a time...

**“S” is for “Specific.”** What needs to be accomplished?

The performance standard must be sufficiently descriptive and specific in its relation to your organization's or department's goals. It should be something that is affected by organizational expenditures, policies, or other actions. In other words, it's a good way to measure the impact of what you are doing.

The performance standard should be stated as simply, concisely, and explicitly as possible. This answers questions such as: how much, for whom, for what, and how often?

**Until next time.....Stay Tuned and Stay Positive!**