

## **Work quality is one of the elements used to evaluate employee performance**

*PerformMinneapolis* is the City's new performance management process that is gradually replacing the previous employee annual review program. Currently in use by several departments, *PerformMinneapolis* will be used by all departments by 2015.

The *PerformMinneapolis* process is based on input from employee focus groups and shifts the focus from a review of past performance to an ongoing effort aimed at connecting employees' work to City goals, focusing on results, setting expectations, and fostering career growth.

To continue introducing *PerformMinneapolis* to our workforce, Human Resources staff members are writing articles outlining six job success factors tracked by the performance monitoring process. This is the third article in the series and outlines quality of work; the previous article (March 2013) discussed the functional and technical skills needed to be successful. Future articles will outline the other [job success factors](#).

### ***PerformMinneapolis* defines work quality**

Every City employee will be assessed on work quality. For the City of Minneapolis, that means that the employee produces work that is fully acceptable with very few errors and very little waste of time or resources, that the employee can be depended on to perform at the agreed-upon quality standards.

Employees who exhibit acceptable work quality: Consistently meet quality expectations for the product or service.

- Complete work that is generally error free.
- Complete the product or service with minimal waste of time or resources.
- See jobs through to completion.

### **So how is your work quality?**

Employees can get a good indication of how they are doing by seeking feedback from internal and external sources, including asking their supervisors.

Here are some simple ideas for activities to improve your quality of work:

- Double check your work (or have a co-worker review something you have created).
- Work with your supervisor to set priorities for your work.
- Create a timeline starting with the outcome or desired result and plan activities back from the endpoint.

### **How *PerformMinneapolis* works**

[\*PerformMinneapolis\*](#) uses a three-step cycle of planning, monitoring and recognizing. The process begins when an employee and supervisor meet to plan and set expectations for the coming year. The process encourages both the supervisor and employee to monitor performance during the year. Finally, the year's accomplishments are documented and recognized in a performance appraisal.

### **What's next?**

To learn when your department/work group will begin using the new process, check the [tentative department roll-out schedule](#).