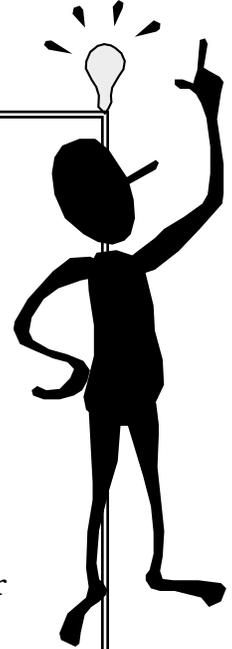# SMART Goals

A goal should be written so that it describes how results are to be obtained, how results will be measured, and when the work will be done. The best goals are SMART!

S - SPECIFIC
- ‣ Concrete
- ‣ Action verb ("To" + Verb)

M - MEASURABLE
- ‣ Numeric or descriptive measures
  - ‣ Quantity: how many, rate, or volume
  - ‣ Quality: how well, level of accuracy, completeness or originality
  - ‣ Cost: how much, or cost limits within which employee must work
  - ‣ Timeliness: by what deadline must results be completed

A - ACHIEVABLE
- ‣ "Stretch" but feasible
- ‣ Sufficiently limited in scope
- ‣ Within employee's control and influence

R – REALISTIC
- ‣ Measures actual outputs or results, not activities
- ‣ Results include: products, deliverables, accomplishments

T – TIME-BASED
- ‣ Target date identified
- ‣ Interim steps, plan to monitor progress

Goal	What:
	How:
	Why:
	When:
SMART Goal:	

Examples of SMART Goals

Example #1:
Key performance area: Standard operating procedures (SOPs) need revision

> **WHAT:** To develop standard operating procedures
> **HOW:** By analyzing and documenting service standards, scheduling, and ordering
> **WHY:** To orient new staff and ensure consistency
> **WHEN:** One SOP each quarter

Goal: We will develop standard operating procedures by analyzing and documenting service standards, scheduling, and ordering to help orient new staff and ensure consistency. One SOP will be finished each quarter.

Example #2:
Key performance area: Develop appropriate reporting tool to assess department activities

> **WHAT:** Create a reporting system for time spent consulting with other departments
> **HOW:** Using the annotation feature in Oracle software
> **WHY:** To be used in justifying additional departmental resources
> **WHEN:** Pilot and assess the system during the month of June; implement a final process by August 1.

Goal: Create a reporting system for time spent consulting other departments using the annotation feature in Oracle software to be used in justifying additional department resources. Pilot and assess the system during the month of June and implement a final process by August 1.