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| --- |
| **TARGET SETTING WORKSHEET** |
| **Indicator**: |  |  |  |  |
|  | Number |  | Description |  |
|  |  |  |  |  |  |
| **Process**: |  |  |  |  |  |  |
|  | Number |  | Description |  | Owner |  |
|  |  |  |  |  |  |  |
| **Organization**: |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Possible Target Methodologies** | **Pertinent Information** | **Importance of Methodology for Setting Target** |
| **Critical** | **Important** | **Nice to Know** | **Not Useful** |
| **4** | **3** | **2** | **1** |
| **1** | **Customer Valid Requirements** |  |  |
|  | 1. Who are the Stakeholders
 |  |  |  |  |
|  | 1. What level of performance do they want / need?
 |  |  |  |  |
| **2** | **Benchmark** (Internal/External) |  |  |
|  | 1. What has been our best performance level?
 |  |  |  |  |
|  | 1. What performance levels have other similar agency organizations achieved?
 |  |  |  |  |
|  | 1. What performance levels have other similar outside organizations achieved?
 |  |  |  |  |
|  | 1. What are industry targets?
 |  |  |  |  |
| **3** | **Historical Trends** |  |  |
|  | 1. What Continuous Quality Improvement trends have we achieved in the past?
 |  |  |  |  |
|  | 1. What has been our best performing recent period/year?
 |  |  |  |  |
| **4** | **Management Viewpoints** |  |  |
|  | 1. What levels of performance are needed to achieve organization goals/ objectives?
 |  |  |  |  |
|  | 1. What other factors (new technology, budget, etc.) need to be considered before setting target?
 |  |  |  |  |
| **Describe Target and Methodology Selected** | **Draw Example Line Graph with Target** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Recommended |  | Date |  | Approved |  | Date |  |  |  |  |  |  |