

Performance Indicators

There are various documents that can serve as sources of information when performance must be evaluated.

Below are a few examples of performance indicators. Study this table and give examples of a specific job where you would use this indicator:

Performance Indicator	Typical task for which this performance indicator can be used
Verbal feedback	
Inspection	
Efficiency Demonstration	
Critical Incident	
Progress report	
Statistics	
Lists	
Print outs	
Sales figures	
Financials	
Comebacks	
Complements/Complaints	
Surveys	
Customer feedback	

Certificate of attendance	
Certificate of competence	
Test results	
Diploma/Degree	