

Sample Performance Standards

Performance Standards define what level of execution is required to meet a Task Statement. An effective Standard answers the question, "When will I know the Task Statements have been met?"

CATEGORY	SUBCATEGORY	STANDARD
Cost	Cost	Affordable
Cost	Cost	Completed within cost
Cost	Cost	Cost and schedule are realistic
Cost	Cost	Cost effective
Cost	Cost	Value added
Quality	Accurate	Accurate
Quality	Accurate	Consistent
Quality	Accurate	Errors will be no more than XX per event
Quality	Accurate	Identifies and corrects deficiencies
Quality	Accurate	Identifies corrective actions
Quality	Accurate	Identifies deficiencies
Quality	Accurate	Independently verifiable
Quality	Accurate	No more than (X) validated complaints per (Y)
Quality	Accurate	No substantive or repeated flaws
Quality	Accurate	Reports are accurate
Quality	Accurate	Verify / Validate
Quality	Cleanliness	All items protected from damage
Quality	Complete	Addresses all errors and inadequacies
Quality	Complete	Addresses all program areas
Quality	Complete	Complete
Quality	Complete	Comprehensive
Quality	Complete	Identifies and corrects deficiencies
Quality	Complete	Identifies corrective actions
Quality	Complete	Identifies deficiencies
Quality	Complete	Identify trends and areas of improvement
Quality	Complete	Is Enterprise wide
Quality	Complete	No substantive or repeated flaws
Quality	Complete	Provides Continuous operation
Quality	Complete	Thorough
Quality	Compliant	Compliant
Quality	Compliant	Compliant with applicable standards
Quality	Compliant	Compliant with federal, state, and local laws and regulations
Quality	Compliant	In required format (written, oral, presentation, etc.)
Quality	Compliant	Independently verifiable
Quality	Compliant	Meets security safeguards

Quality	Compliant	Meets technical specifications
Quality	Compliant	No more than (X) validated complaints per (Y)
Quality	Compliant	Safeguarded from theft and damage
Quality	Compliant	Security Protected
Quality	Effective	Beneficial
Quality	Effective	Can be reconfigured
Quality	Effective	Chronologically Tracked
Quality	Effective	Coordinated
Quality	Effective	Credible
Quality	Effective	Data is usable for analysis
Quality	Effective	Demonstrates efficiencies
Quality	Effective	Demonstrates improvements
Quality	Effective	Early identification of problems
Quality	Effective	Effective
Quality	Effective	Effectively incentivizes work-force
Quality	Effective	Expandable
Quality	Effective	Flexible
Quality	Effective	Identifies and corrects deficiencies
Quality	Effective	Identifies corrective actions
Quality	Effective	Identifies deficiencies
Quality	Effective	Identify trends and areas of improvement
Quality	Effective	In a friendly and courteous manner
Quality	Effective	Maintainable
Quality	Effective	Maintains continuity
Quality	Effective	Minimizes and avoids injury
Quality	Effective	Mitigates risk
Quality	Effective	No more than (X) validated complaints per (Y)
Quality	Effective	No negative impact to the mission
Quality	Effective	Operational 24/7
Quality	Effective	Operationally relevant
Quality	Effective	Outages are scheduled to minimize impact on operations
Quality	Effective	Plan clearly and accurately assesses the importance of identified resources
Quality	Effective	Provides clear guidance and effective shortcuts for users
Quality	Effective	Responsive to re-tasking
Quality	Effective	Scalable
Quality	Effective	Seamless
Quality	Effective	Simultaneous
Quality	Effective	Tailored
Quality	Implementable	Identifies and corrects deficiencies
Quality	Implementable	Identifies deficiencies

Quality	Implementable	Implementable
Quality	Implementable	Maintains continuity
Quality	Implementable	No negative impact to the mission
Quality	Implementable	Plan can be implemented with minimum impact to system users
Quality	Implementable	Recommended solutions and procedures are implementable
Quality	Innovative	Addresses emerging capabilities
Quality	Innovative	Demonstrates efficiencies
Quality	Innovative	Demonstrates improvements
Quality	Innovative	Early identification of problems
Quality	Innovative	Identifies corrective actions
Quality	Innovative	Innovative
Quality	Innovative	No substantive or repeated flaws
Quality	Innovative	Provides technology refreshment
Quality	Innovative	Takes advantage of innovations
Quality	Interoperable	Ensure compatibility with existing devices/systems
Quality	Interoperable	Independently verifiable
Quality	Interoperable	Interoperable
Quality	Interoperable	No substantive or repeated flaws
Quality	Interoperable	Provide interoperable systems
Quality	Meets Thresholds	Maintains XX% operational readiness status
Quality	Meets Thresholds	No more than (X) validated complaints per (Y)
Quality	Meets Thresholds	Process XX calls per hour with a surge capacity of YY calls
Quality	Meets Thresholds	Supports up to XX events per day
Quality	Meets Thresholds	System available not less than XX%
Quality	Meets Thresholds	Within XX% of design load
Quality	Portability	Distributable
Quality	Portability	Executable on a variety of platforms [Specify]
Quality	Portability	Full services device phone numbers must be transferable
Quality	Portability	Portable
Quality	Portability	Solutions are reusable
Quality	Repeatable	Identifies and corrects deficiencies
Quality	Repeatable	Identifies deficiencies
Quality	Repeatable	Independently verifiable
Quality	Repeatable	Mistakes are not recurrent
Quality	Repeatable	Processes shall be repeatable
Quality	Repeatable	Repeatable

Quality	Supportable	Auditable
Quality	Supportable	Credible
Quality	Supportable	Identifiable
Quality	Supportable	Identify trends and areas of improvement
Quality	Supportable	Independently verifiable
Quality	Supportable	Leverages relevant technologies
Quality	Supportable	Recommendations made are supportable by quantified analysis
Quality	Supportable	Relevant
Quality	Supportable	Scientifically supportable
Quality	Supportable	Supportable
Quality	Supportable	Traceable
Quality	Supportable	Utilizes best scientific practices and commercial data
Timely	Meets Schedules	Completes actions within specified deadlines
Timely	Meets Schedules	Deliverables are made in accordance with schedule
Timely	Meets Schedules	Early identification of problems
Timely	Meets Schedules	Meets Schedules
Timely	Meets Schedules	Services meet frequency requirements IAW contract schedule
Timely	Real Time	As it happens during operations within XX seconds
Timely	Real Time	Items are tracked in real time
Timely	Real Time	Real Time
Timely	Responsive	Addressed within XX hours of notification
Timely	Responsive	Calls answered within XX rings
Timely	Responsive	Early identification of problems
Timely	Responsive	No more than XX minutes on hold
Timely	Responsive	Problem resolution within XX hours
Timely	Responsive	Responsive
Timely	Responsive	Restoration of service within XX hours
Timely	Responsive	Trouble tickets resolved within XX hours
Timely	Responsive	Verified within XX days
Timely	Responsive	XX% of Tier 1 calls resolved without re-direct
Timely	Timely	Timely