

A Guide to Having a

Performance TALK



EVOLVE

T arget

- What is the target expectation for how this process is supposed to perform?
- What is the target condition for the process or operation in question?

A ctual

- What is the current, actual level of performance of this process?
- What is the condition of the process or operation at present?

L OSS (or Lag)

- What is the gap between target and actual?
- What is driving this loss? What are the root causes?
(Note: This can be expressed in terms of a “loss” in process performance, if you are looking at an output measure, or a “lag”, if you are looking at time-based performance, say, in the case of a project schedule)

K ey Actions

- What are our options? What do we do next (and when)?
- When shall we cycle back to look at the process again?