

S.M.A.R.T. Formula Planning Tool

“There’s a difference between interest and commitment. When you’re interested in doing something, you do it only when circumstance permits. When you’re committed to something, you accept no excuses, only results.”

– Unknown

Specific	Measurable	Achievable	Relevant	Time Sensitive
Work outcomes should specify what they need to achieve.	The work outcomes need to be measured as to whether or not they have been met.	The work outcomes must be able to be met with the resources available.	The work outcomes are important to the agency’s goals and the specific job function.	The work outcomes need to have a time limit for completion.
Specific means the work outcome is concrete, detailed, focused and well defined. It must be straightforward and emphasize action and the required outcome. The work outcome must communicate what you want to see happen.	A work outcome must be measurable so that its progress can be determined. It’s important to have measures that will encourage and motivate and will allow one to determine when the work outcome has been achieved or not.	The work outcomes must be capable of being accomplished based on the skills, knowledge and resources available. The work outcome can be challenging, but not so much so as to cause constant frustration.	The work outcomes must relate to the overall agency strategic and/or operational goals.	The work outcome must have a begin date and an end date. Interim dates for assessment may also be included. Agreed timeframes create the necessary urgency and prompts action.
<p>What exactly is to be done, with and for whom?</p> <p>What strategies will be used?</p> <p>Is the work outcome well understood?</p> <p>Is the work outcome described with action verbs?</p> <p>Is it clear who is involved?</p> <p>Is it clear where this will happen?</p> <p>Is it clear what needs to happen?</p> <p>Is the outcome clear?</p> <p>Will this work outcome lead to the desired results?</p>	<p>How will it be known the work outcome has been achieved or not?</p> <p>Is there a reliable system in place to measure progress towards the achievement of the work outcome?</p> <p>How much?</p> <p>How many?</p>	<p>Can the work outcome be met within the proposed timeframe?</p> <p>Are the limitations and constraints understood?</p> <p>Can the work outcome be met with the available resources?</p> <p>Is the work outcome possible?</p>	<p>Can the people with whom the work outcome is assigned to make an impact on the situation?</p> <p>Do those tasked with the work outcome have the necessary knowledge, authority and skill to accomplish the work outcome?</p> <p>Will this work outcome help the agency reach its strategic and/or operational goals?</p>	<p>Is the start and finish date/time for the work outcome clearly set?</p> <p>Is the date/time within the capacity of those to whom the work outcome is assigned?</p> <p>Is the date/time for accomplishment reasonable?</p>