Performance Measure Development Requirements

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Introduction

True performance validation goes beyond establishing well-defined job descriptions. Developing training around job descriptions and competencies alone rarely closes the gap between training and job requirements. This rarity is due to not having a reliable method to measure performance at all levels. It does not matter how well one trains if one cannot measure the desired performance. Performance Measures (PMs) translate job descriptions into practical experiences that reflect what employees will face on the job.

The purpose of this document is to outline NIMS' holistic approach to developing PMs and assessing performance. This methodology enables collaboration among educators, industry, policy makers, and community-based organizations in developing customized PMs, while maintaining alignment to industry standards.

This means that schools and companies will now be able to create their own custom projects for NIMS credentials for widespread collaboration including but not limited to:

- Employers sharing their true performance needs within local education organizations
- Top instructors and schools showcasing their projects
- New or inexperienced instructors having access to projects that will enhance their industry and training skills
- Training programs utilizing ready-made projects and learning from their peers
- Students and employees having access to true job requirements of local employers
- Stakeholders having a wide range of performance measuring gages to clearly identify gaps in performance and benchmark against other populations

Performance Measure (PM)

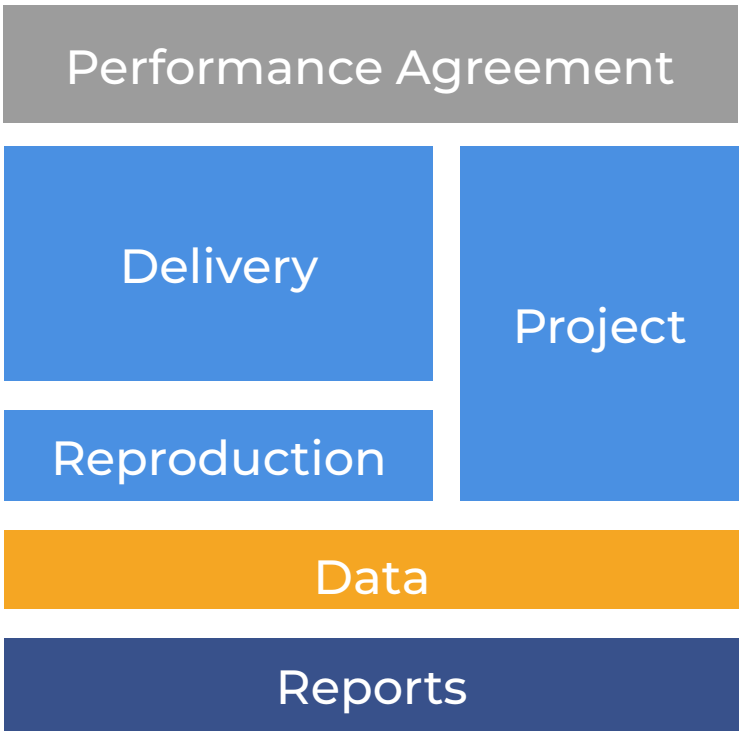
Definition

A Performance Measure (PM) is a collection of resources and digital tools that identify key metrics required for **true** validation of performance.

It provides a method to systematically develop and implement a mechanism (project) to measure and track performance.

The method consists of six metrics:

- Performance Agreement
- Project
- Delivery
- Reproduction
- Data
- Reports



Purpose

A PM validates that an individual or team meets the minimum requirements to perform on the job. Data collected during and after the execution of a PM identifies strengths and weaknesses and exposes gaps between performance and job requirements.

Attributes

PM profile includes:

- Number
- Name
- Narrative
- Publisher
- Authors
- Occupation
- Industry
- Performance Agreement Reference (ID and Group)
- Exclusivity (Private or Public)
- Project Description
- Revision Level

Performance Agreement (PA)

Definition

The Performance Agreement (PA) defines the scope and limitations of a PM as agreed upon by all stakeholders.

Purpose

The PA ensures PMs are aligned with industry and proprietary standards. This combination enables project developers to create industry-recognized projects that are relevant for their local community or company.

Attributes

The PA is a written agreement that defines the responsibilities and expectations of each stakeholder and references the standards.

PA includes:

- Number
- References to Standards
- Validation Groups (Lists of duties aligned to each PM)
- Maximum time to complete associated PMs
- Associated Credentials
- Stakeholders:
  - Organizations
  - Trainers
  - Trainees

Project

Definition

A Project is what an individual or team must perform and may be in physical or digital form. An ideal project will reflect a typical workplace scenario and environment. A project includes all resources available to the performers.

Purpose

A project provides a structured means to validate performance against the Performance Agreement.

Attributes

Resources may include:

- Instructions
- Access to Equipment and Software
- Engineering Drawings
- Tools and Fixtures
- Physical Parts and Digital Files

Delivery

Definition

Delivery is composed of all the resources required for a facilitator to administer the Project.

Purpose

Delivery defines the process and requirements to present the project to the performers. This provides the consistency needed for a reliable performance measure.

Attributes

Resources may include:

- Instructions
- Infrastructure list
  - Equipment
  - Measuring and Test Equipment (M&TE)
  - Software
  - Tooling
  - Hardware
  - Furnishings
  - Consumables
- Contest Description
- Rules
- Floorplan and Utilities
- Health and Safety Requirements
- Engineering Drawings

Reproduction

Definition

Reproduction consists of all resources required for the facilitator to manufacture custom components.

Purpose

Reproduction resources ensure that custom components required to deliver project can be reproduced consistently.

Attributes

Reproduction resources may include:

- Engineering Drawings
  - Pre-Manufactured Parts
  - Tools and Fixtures
  - Assemblies
  - Testing Equipment

Data

Definition

Data for all project types are **feature-based** and conform to a standard convention of elements (attributes).

Purpose

Collect data to measure performance.

Attributes

Below are the standard data elements for a PM:

- Feature
  - Criteria
  - Component
  - Control
  - Tolerance
  - Trainer
  - Evaluation

NIMS provides a digital tool for data collection.

Reports

Definition

Reports are visual gages and benchmarking tools for continuous improvement at all stakeholder levels. Reports compare you to everyone else and to your goal.

Purpose

Reports synthesize data into charts and graphs. They are used to visually identify gaps and compare stakeholder performance against internal and external populations.

Attributes

Reporting levels:

- Organizations
- Trainers
- Trainees

NIMS provides a digital tool to view reports.

QUESTIONS?

If you have questions or need assistance developing a Performance Measure, please contact NIMS at support@nims-skills.org or (703)-352-4971.