

Strives for Operational Excellence		
Unacceptable (1)	Meets Expectations (3)	Far Exceeds Expectations (5)
Does not display dedication to achieving exceptional results.	Displays dedication to achieving exceptional results.	Consistently displays dedication to achieving exceptional results.
Often does not complete all tasks/responsibilities, especially in difficult situations.	Persists to complete all tasks / responsibilities, even in the face of difficulties.	Fulfills all tasks/responsibilities, by navigating effectively and efficiently through all difficulties.
Does not operate with personal ownership and rarely looks for ways and means to improve performance.	Operates with personal ownership and looks for ways and means to improve performance.	Always operates with personal ownership and looks for ways and means to improve performance.
Seldom displays a strong commitment to making service performance improvements and a lack of determination to achieve positive service outcomes.	Displays a strong commitment to making service performance improvements and determination to achieve positive service outcomes.	Consistently in all cases, demonstrates a strong commitment to making service performance improvements and determination to achieve positive service outcomes.

Please be mindful of different cultural norms and neurodiverse populations when applying these standards