

# 1. What does the "quality" of your work refer to?

At its core, quality refers to the value of work delivered by an individual or group. You may be thinking- well that's still not very clear! Value is largely open to interpretation- and it is! When it comes to quality work, however, we are looking at what is produced and its level of usefulness to the goal at hand.

At work, the focus on quality is related to the product- not your worth as an individual. When you focus on what is produced, it is much easier to pinpoint what could be improved or what was particularly useful. Remembering this difference can drastically change discussions of work quality.

# Work Quality Tips

Spot it Prepare for it Resolve it

# 3. Eight types of work quality to consider in performance evaluations and self assessments:

- 1 Completeness: work is complete with nothing missing.
- 2 Accurate: work is accurate and credible.
- 3 Diligence: work is prepared carefully and with consistent effort.
- 4 Communication: thoughts and ideas are clearly represented or communicated.
- 5 Compliant: regulations, policies, procedures, and standards are honored.
- 6 Usable: the product can be used for the intended purpose or something even better or greater.
- 7 External feedback: customer satisfaction is achieved and to what degree, or an initial lack of satisfaction is addressed in a satisfactory way.
- 8 Thorough: complete with regard to every detail.  
A complete and in-depth product was delivered.

# 2. How can you say that quality of work ratings are not a reflection of me as a person?

Quality of work is influenced by many things: did you have enough time to complete the project? Were you given the tools and instructions necessary to be successful? Could you have asked for help when you didn't understand something and pushed ahead any way? These examples all show opportunities for an improved process- not a "bad" employee.

If feedback in this area has felt hard or personal in the past, check out this training: [Giving and Receiving Feedback](#).

Use your CWRU network ID to access this training through LinkedIn Learning

# 4. Honesty is the best policy.

We all have situations where we could be more clear in our expectations, we could have put more effort into an initiative, or we may put a task off until the last minute- directly impacting the quality of the final product. Whether you are a supervisor or a staff member evaluating your own performance, make sure you are honest and as unbiased as possible. Take responsibility when necessary and build a plan to do better in the future or appropriately celebrate a job well done!

Need help working through some of this? Request a [30 minute consultation](#) with the PDC! We are here to help.

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