
Citrus Orchard Foreman Occupational Learning

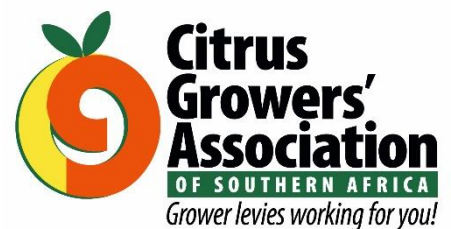
Progressive Activities Assessment Guide

A4: Performance Monitoring and Improvement

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Chapter 1

Activity P1

Complete this activity to test your knowledge of the entire chapter:

1. What is performance management?

Performance management is the process of assessing how well your employees are working, and giving the feedback required to improve their performance if necessary.

2. What are the four levels that performance management is addressed at?

Farm, department/function, team and individual.

3. What are the two types of farms in terms of focus?

Activity- and performance-focused farms.

4. What are KPIs?

A key performance indicator (KPI) is a quantifiable measurement of how well an organisation or employee is meeting their performance objectives

5. What are the three categories of KPIs?

Financial KPIs, operational KPIs and quality KPIs.

6. What does SMART stand for?

Specific, Measurable, Achievable, Relevant and Time-bound.

7. What is a daily performance review?

A daily performance review is a short, routine, team session during which managers examine the farm's performance over the last 24 hours.