Understanding the Process for Identifying Achieved Expectations and Achieved Excellence

Think back to the example of the accountant addressed throughout this course.

Review the Outcome Statement and Alignment shown in the graphic.

Now review Achieved Expectations and Achieved Excellence. Compare the similarities and differences.

Outcome Statement

Ensure accounting system products are compliant with laws, regulations and policies by tracking and verifying cash and check transactions through the quality review process.

Alignment

To support our citizens and first responders to ensure that as a Nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

Achieved Expectations

- Ensure purchases pass the quality review with an 85% accuracy rate.
- Implement a system to track and verify cash and check transactions within 90 days of acceptance.
- Provide guidance to staff on how to use the system.

Achieved Excellence

- Ensure purchases pass the quality review with 95% accuracy rate
- Implement a system to track and verify cash and check transactions within 90 days of acceptance.
- Conduct analysis of implemented changes and design a plan to close further gaps.
- Define and publish Standard Operating Procedures for revised system.

Weight