

Car Repairs: Expectations/Excellence

Example Outcome/Result: *Perform car repairs to ensure car runs safely.*

	Actions	Measures	Targets
Achieved Expectations	Replace timing belt	 Tasks done / time frame / budget / quality level	Replace timing belt within 1 month
Exceeded Expectations	Replace timing belt + change oil		Replace timing belt within 15 days at the lowest estimated cost of 2 estimates plus change the oil
Achieved Excellence	Replace timing belt + change oil + detail		Replace timing belt within 1 week at the lowest estimated cost of 4 estimates plus change the oil and fully detailed

