

Monthly Call Center Employee Performance

Name: _____ Month of: March 2010 Today's Date: 4-2-2010

Breaks

Schedule Adherence	Above Average	Meets	Does Not Meet
Breaks (15 Minutes)	= 15 minutes	16 to 17 minutes	>17 minutes
		X	
Comments: 16:47			

Lunches

Schedule Adherence	Above Average	Meets	Does Not Meet
Lunches (30 Minutes)	=30/60 minutes	31-32 / 61-62 minutes	>32/62 minutes
(60 Minutes)	x		
Comments: 54:37			

Late Arrivals

Schedule Adherence	Greatly Exceeds Standard	Above Standard	Meets Standard	Below Standard	Unacceptable
Late Arrivals	0 Late Arrivals	2 Late Arrival	3 Late Arrivals	4 Late Arrivals	>4 Late Arrivals
	x				
Comments: 1 late arrival					

Leave Early

Schedule Adherence	Greatly Exceeds Standard	Above Standard	Meets Standard	Below Standard	Unacceptable
Leave Early (At Shift Time)	0 Leave Early	1 Leave Early	2 Leave Early	3 Leave Early	>3 Leave Early
	x				
Comments:					

Average Handle Time

Schedule Adherence	Greatly Exceeds Standard	Above Standard	Meets Standard	Below Standard	Unacceptable
Average Handle Time	5 to 6 minutes	7 to 9 Minutes	10 to 12 Minutes	13 to 14 Minutes	>13 Minutes
			X		
Comments: 11:26 Avg..... Excellent					

Available Time-**Varies by focus group and as business dictates.*

Schedule Adherence	Above Standard	Meets Standard	Below Standard
Available Time	Above Monthly Average	Monthly Average	Below Monthly Average
Comments: NA			

Quality Assurance-*To be determined required an agreement from Labor Management.*

Schedule Adherence	Greatly Exceeds Standard	Above Standard	Meets Standard	Below Standard	Unacceptable
Quality Assurance					
Comments: <i>To be determined</i>					

To be reviewed quarterly, and modified as needed as business processes change and management tools become available.