

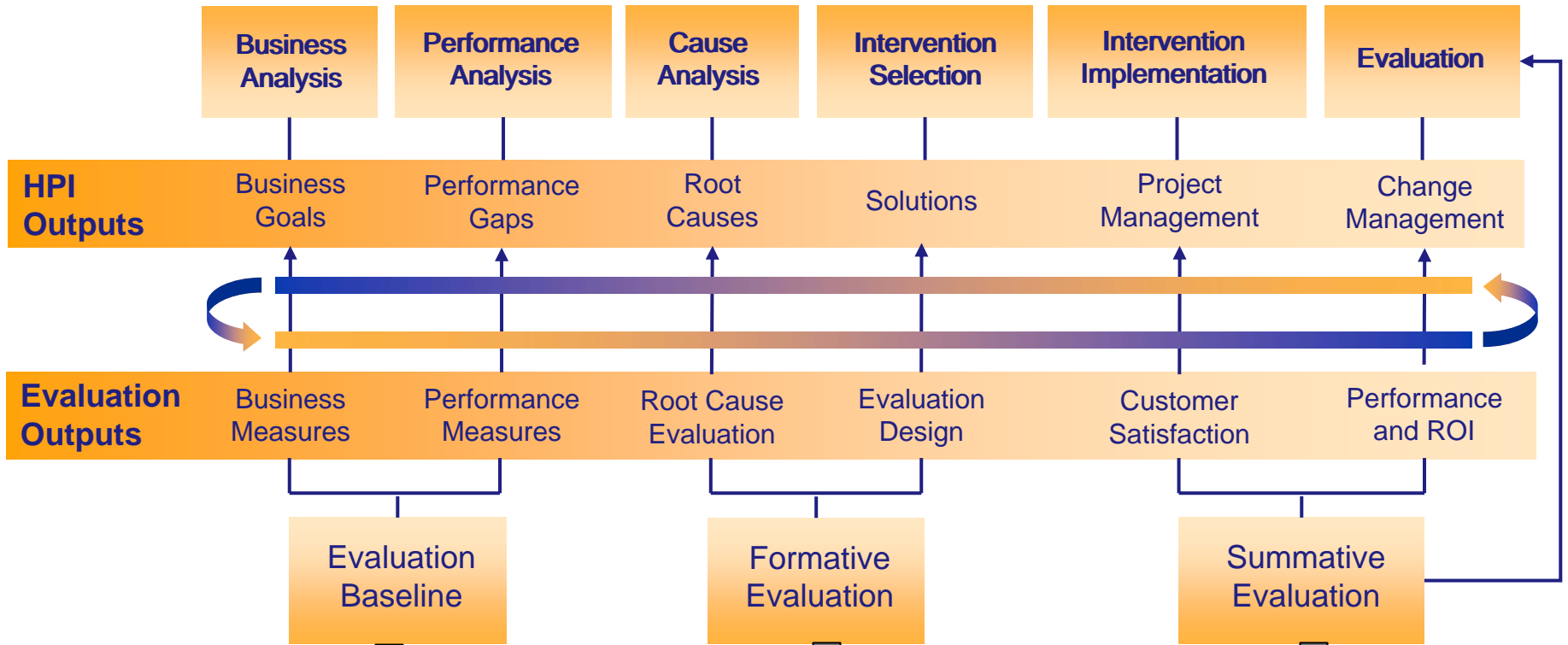
T121 – Evaluating Human Performance Improvement: A New Approach

Learning Objectives:

- Use cutting-edge approaches to evaluate and measure performance improvement solutions to ensure the results your clients/organization expect.
- Apply the HPI evaluation model to your own HPI projects.

Donald J. Ford, Ph.D., President
Training Education Management LLC
1874 Pacific Coast Highway
Redondo Beach, CA 90277
1-310-316-2240
info@trainingeducationmanagement.com
www.trainingeducationmanagement.com

HPI Process



Evaluation Process

- Business Measures:**
- Cost savings
 - Cost avoidance
 - Revenues
 - Profits
 - Customers
 - Markets
 - Strategic growth

- Performance Measures:**
- Productivity
 - Retention
 - Job satisfaction
 - Competencies/skills
 - Quality
 - Quantity
 - Speed

- Formative Measures:**
- Peer review
 - Expert review
 - Customer acceptance
 - Stakeholder feedback
 - Quality
 - Benchmarking

- Summative Measures:**
- Pilot test
 - Cost
 - Schedule
 - Stakeholder satisfaction
 - Change management
 - Performance results
 - Business results
 - ROI