

# T121 – Evaluating Human Performance Improvement: A New Approach

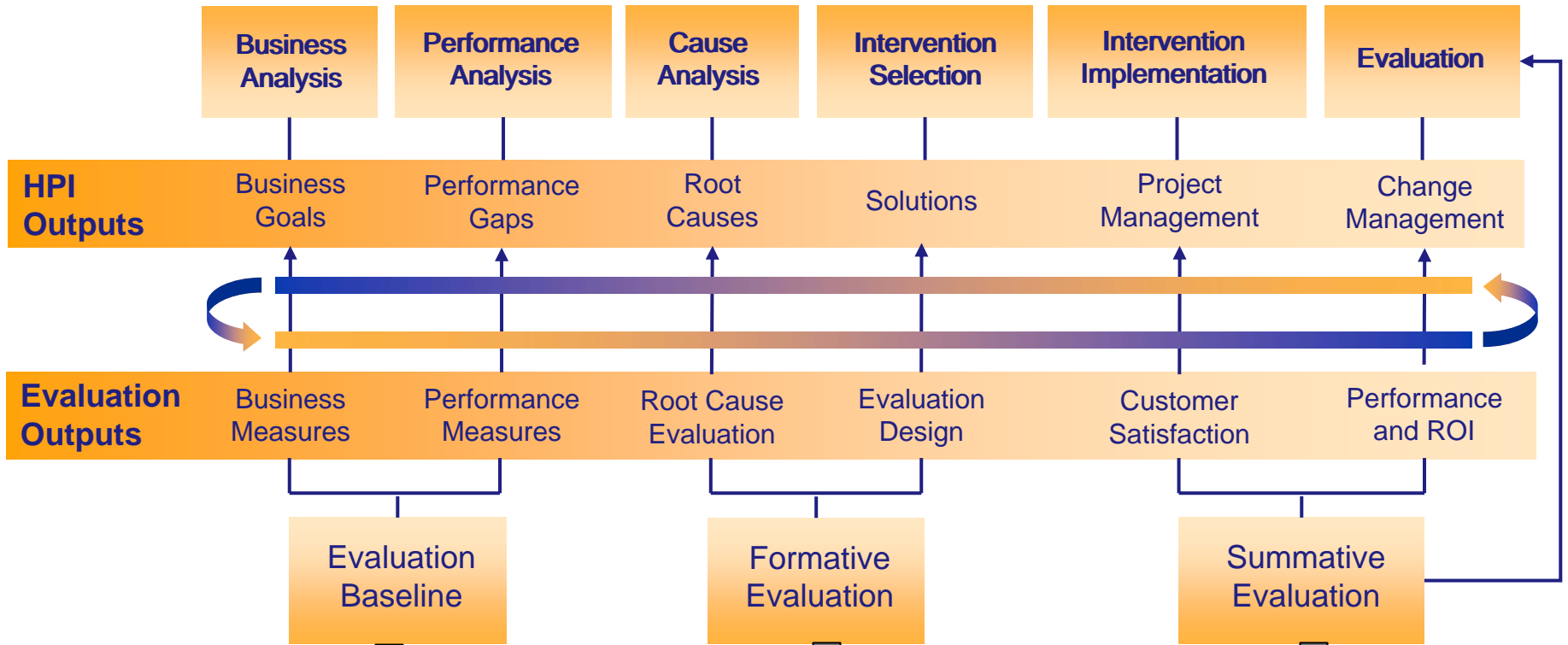
## Learning Objectives:

- 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.

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## 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