

# BENCHMARKS & EXPECTATIONS

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THE IMPORTANCE OF QA



# IT'S ALL ABOUT THE FAMILIES WE SERVE!

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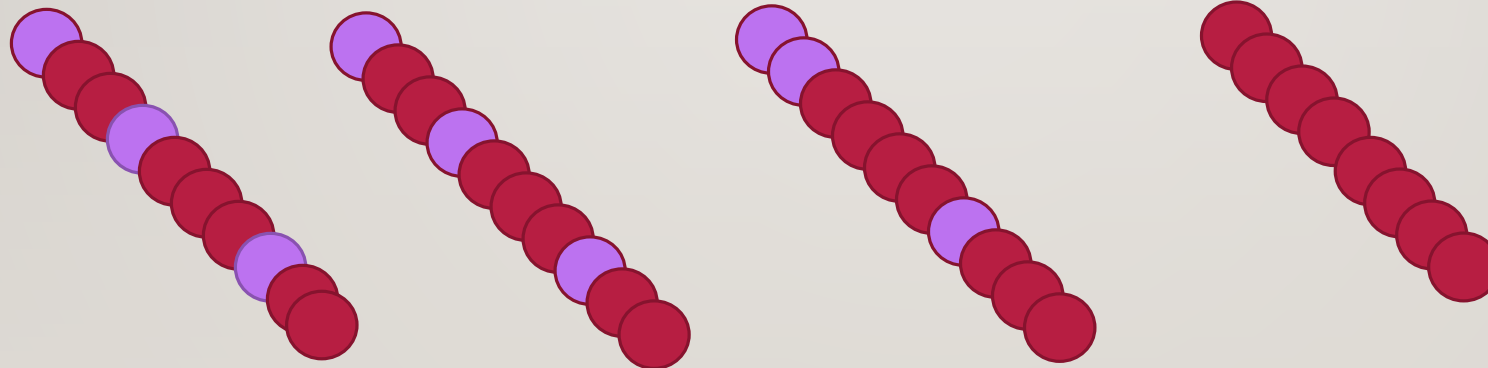
# BENCHMARK I – THE ROLLING 30

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Definition: 100% of all cases processed will be reviewed. To pass the benchmark you must pass 24 out of 30 cases. This means the following:

● = Pass, ● = Did not pass

For Example:



# BENCHMARK 2 – LEARNING A NEW TASK

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- In this benchmark you will typically move from the ongoing task to the intake task.
- Because of the task change, 100% of the cases processed will still be reviewed
- This time there is a set review period, one calendar month
  - The month is determined by when the first benchmark is met,
  - If it is met on the 10<sup>th</sup> of the month, then the review month is 11<sup>th</sup> of this month through the 10<sup>th</sup> of next month
- To pass the benchmark 80% of cases reviewed must receive a passing score.
- If the above expectation is met, then the case review status will be lowered from 100% of cases processed to 50%



## BENCHMARK 3 – WORKING A COMBINATION OF TASKS

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- In this benchmark you will typically processing a combination of tasks and will start to zero in on the task you enjoy most.
- Now only 50% of the cases processed will be sent for review
- Status will be reviewed on a monthly basis following the same month established when benchmark #1 was passed
- To pass the benchmark 80% of cases reviewed must receive a passing score.
- If the above expectation is met, then the case review status will be lowered from 50% of cases processed to 25%

# BENCHMARK #4 – MAKING THE MOVE ...

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- In this benchmark you will typically begin the process of transferring to your new team, or if there are no floor vacancies, you will hang with Carlos as you improve your production and hone your skills
- Now only 25% of the cases processed will be sent for review
- Status will be reviewed on a monthly basis following the same month established when benchmark #1 was passed
- To pass the benchmark 80% of cases reviewed must receive a passing score.
- If the above expectation is met, then the case review status will be lowered from 25% of cases processed to 0%

# PRODUCTION EXPECTATIONS

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- By the end of the third month of production you should average:
  - 2 applications or RRRs, or
  - 4
- By the end of the 6th month of production you should average:
  - 4 applications or RRRs, or
  - 8 Changes
- By the end of the 9th month of production you should average:
  - 6 applications or RRRs, or
  - 12 Changes

A combination of tasks may also be worked, say 1 RRR and 2 Changes, or 2 RRRs and 4 Changes, the key is keep progressing in pass rate and accuracy as well as how many families you help each day.

