Improving Outcomes Worksheet

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| **Key Management Area: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Table #: \_\_\_\_\_**  |
| **What will constitute ‘high achievement in this management area?**  |  |
| **What changes will the utility need to make to improve performance?**  |  |
| **How could you track your performance progress?**  |  |
| **What will be the biggest challenges to performance improvement?**  |  |
| **Why was this area ranked “low achievement”?**  |  |
| **What are the causes of your achievement gap?**  |  |
| **Who will need to be involved for these changes to take place?**  |  |
| **Are there resources that you are aware of that support improving performance in this management area?**  |  |