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Solving the Nuclear Industry's Toughest Valve Challenges

Monday, February 12, 2024

https://cranenuclear.com

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Field Service Performance Review Process Training

The use of Microsoft Forms & understanding the categories being evaluated and range of scale

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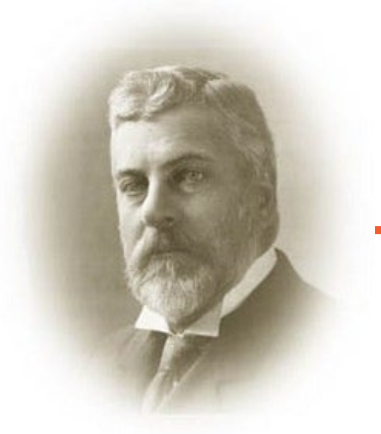
About Crane Co.

Crane Co. is a diversified manufacturer of highly engineered industrial products with a substantial presence in a number of focused niche markets. We are dedicated to integrity and honest dealings in all that we do.



"I am resolved to conduct my business in the strictest honesty and fairness; to avoid all deception and trickery; to deal fairly with both customers and competitors; to be liberal and just toward employees; and to put my whole mind upon the business."

The Evaluation Form has been changed… Again

Here are the major Changes

- Evaluations are to be performed on Microsoft Forms
- Evaluations are to be shared with the worker
- Evaluations scores are fixed values 1, 2, & 3.
  - The number are displayed as Stars like that of a restaurant where 3 Stars is the most favorable.
- The entry form is visual, intuitive and time efficient
- Evaluations now rate workers in 2 separate categories:
  - Skills & Ability
  - General Attributes

Evaluation Categories

How the categories are separated

- General Attributes
  - These apply to all workers.
  - Performance & Quality of Work
  - Communication & Collaboration
  - Problem Solving & Professionalism
- Skills & Ability
  - Specific essential skills expected for worker to have given their position at the site where the evaluation is being performed.

Star Rating

What do the Stars tell us ?

- 3 Stars – **Highly Effective** (Demonstrates high-level capability)
  - Has broad and deep understanding and skills, with substantial expertise and experience in this area.
  - Can apply this competency in complex, varied situations.
  - Role model for this competency

Star Rating

What do the Stars tell us ?

- 2 Stars – **Effective** (Consistently demonstrates capability in this area)
  - Has sufficient understanding and experience to operate at a full professional level with this broad range of moderately complex situations.
  - Can generalize basic principles to effectively function in both predictable and new situations.

Star Rating

What do the Stars tell us ?

- 1 Star – **Needs improvement/Developing**
  - Does not demonstrate this competency at the expected level, even with available assistance or direction from others
  - **Newly developing in this area**; has a general understanding of key principles but limited or no applied experience with this competency and can use this competency with coaching and support, in simple situation

Microsoft Forms

Click on Start Now

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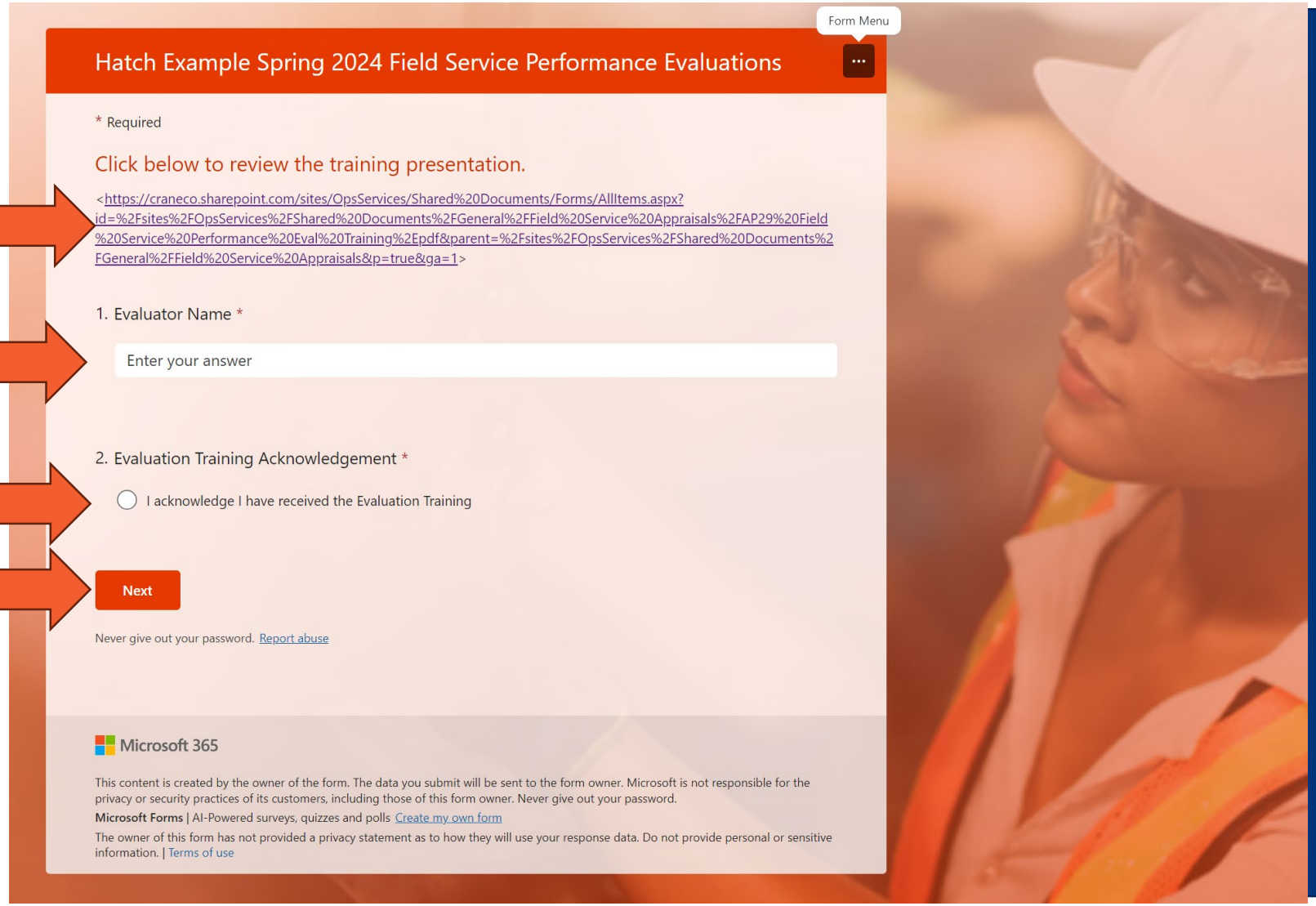
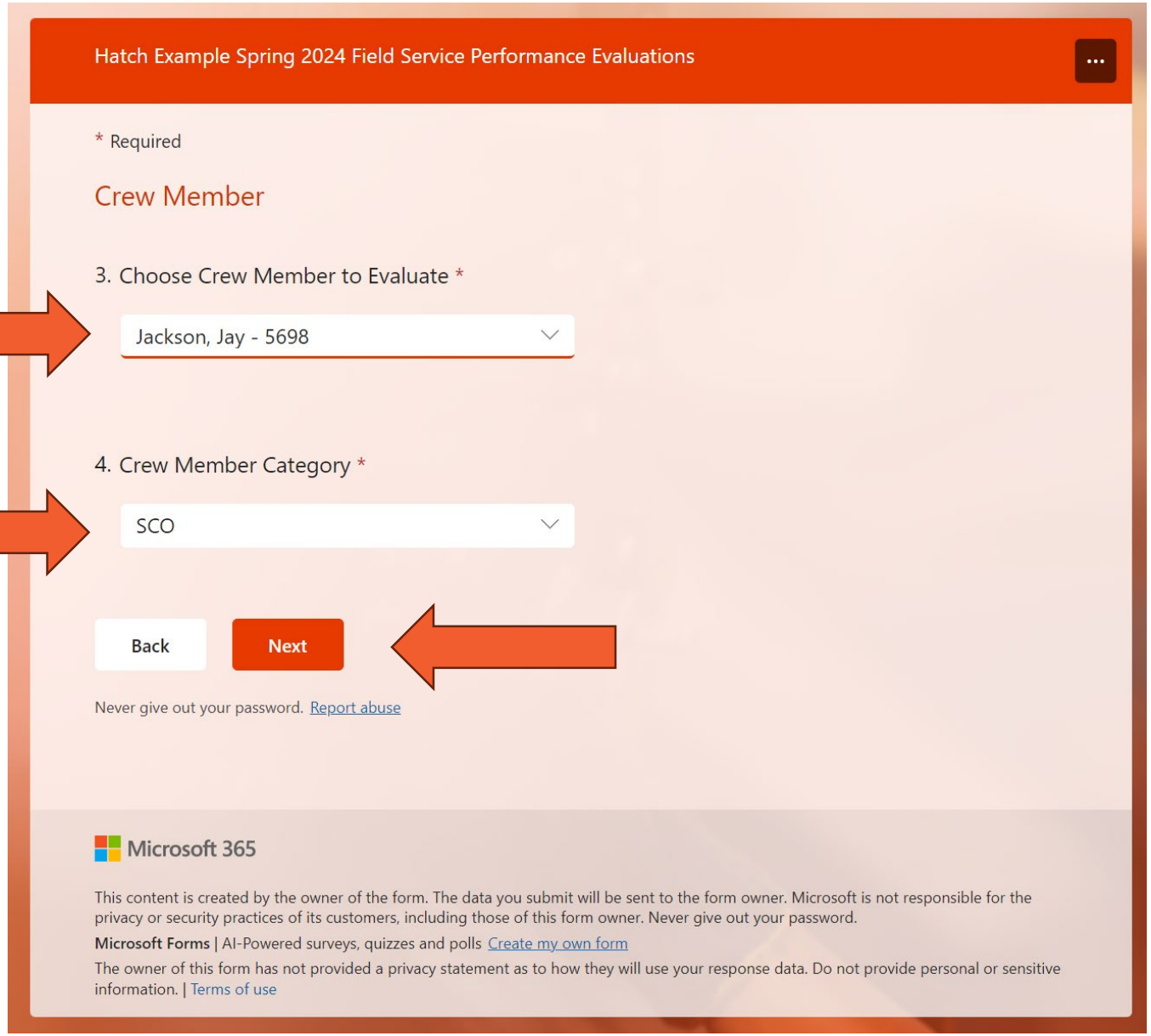
1. **Review this Training – this link may look different or may be provided as attachment**
2. **Enter your name**
3. **Acknowledge training**



1. Select Crew Member
2. Select the Job Classification that the crew Member worked during this outage



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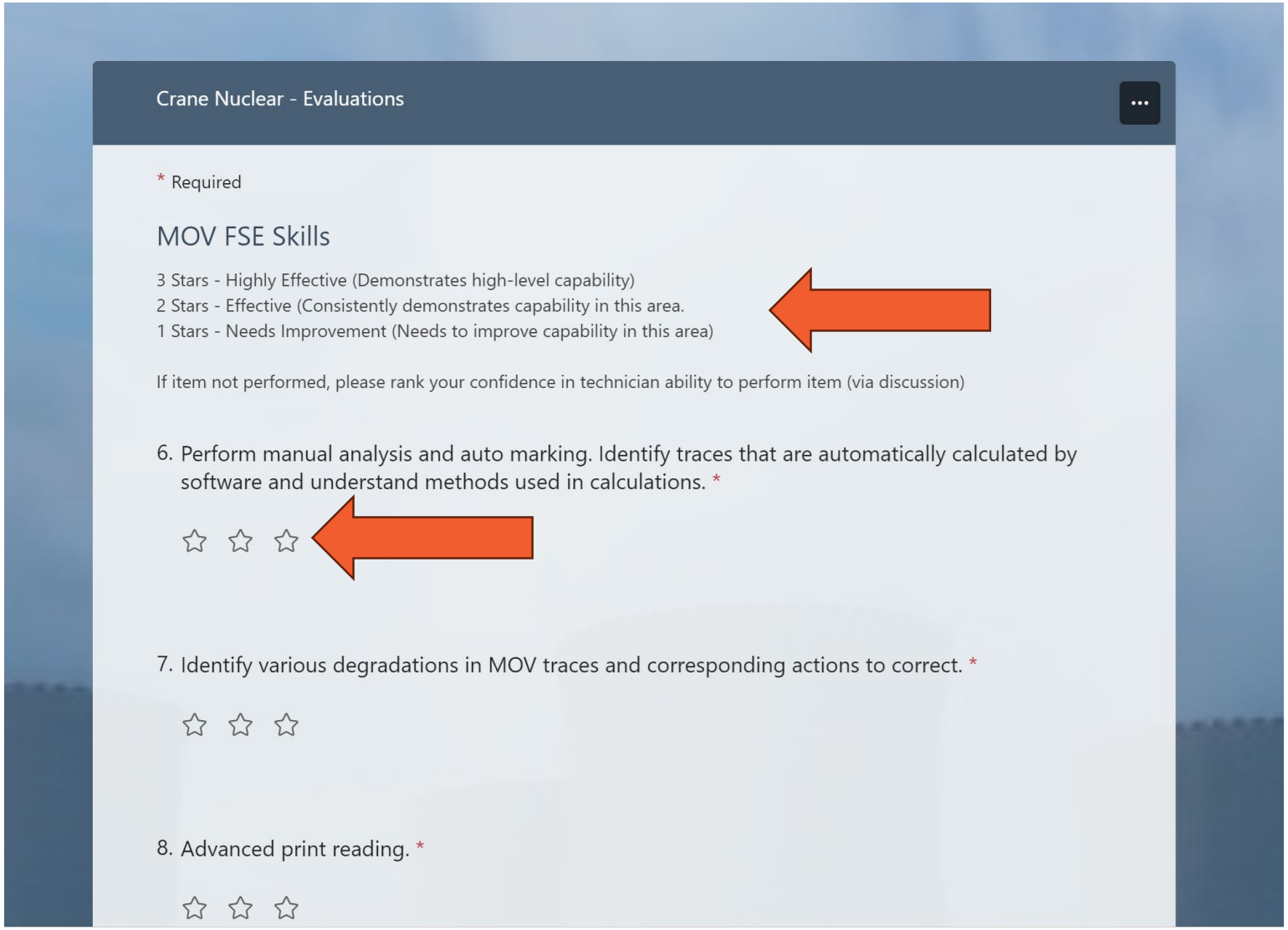
Skills Evaluation



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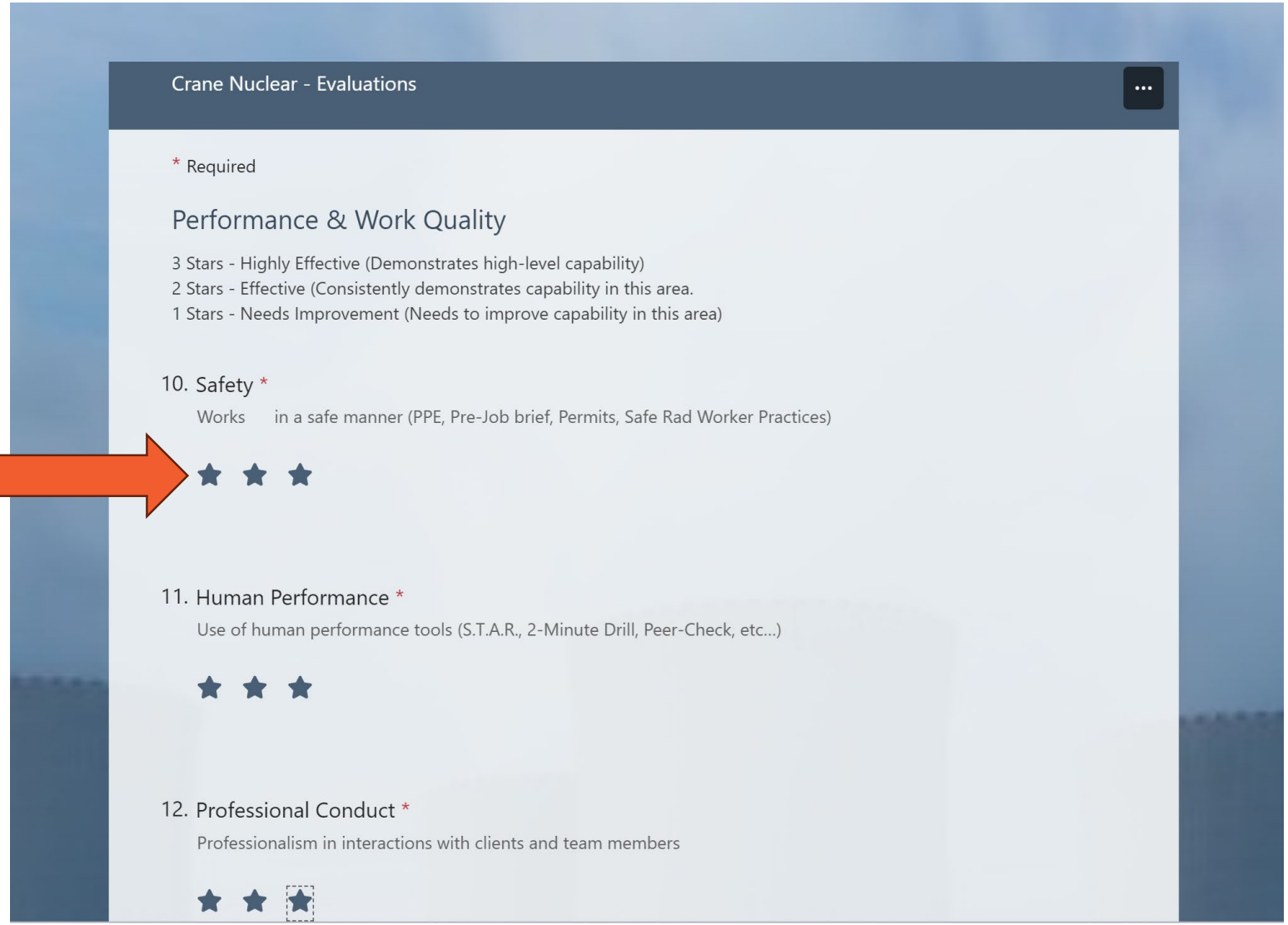
Performance and Work Quality Evaluation

(applicable to all classifications)



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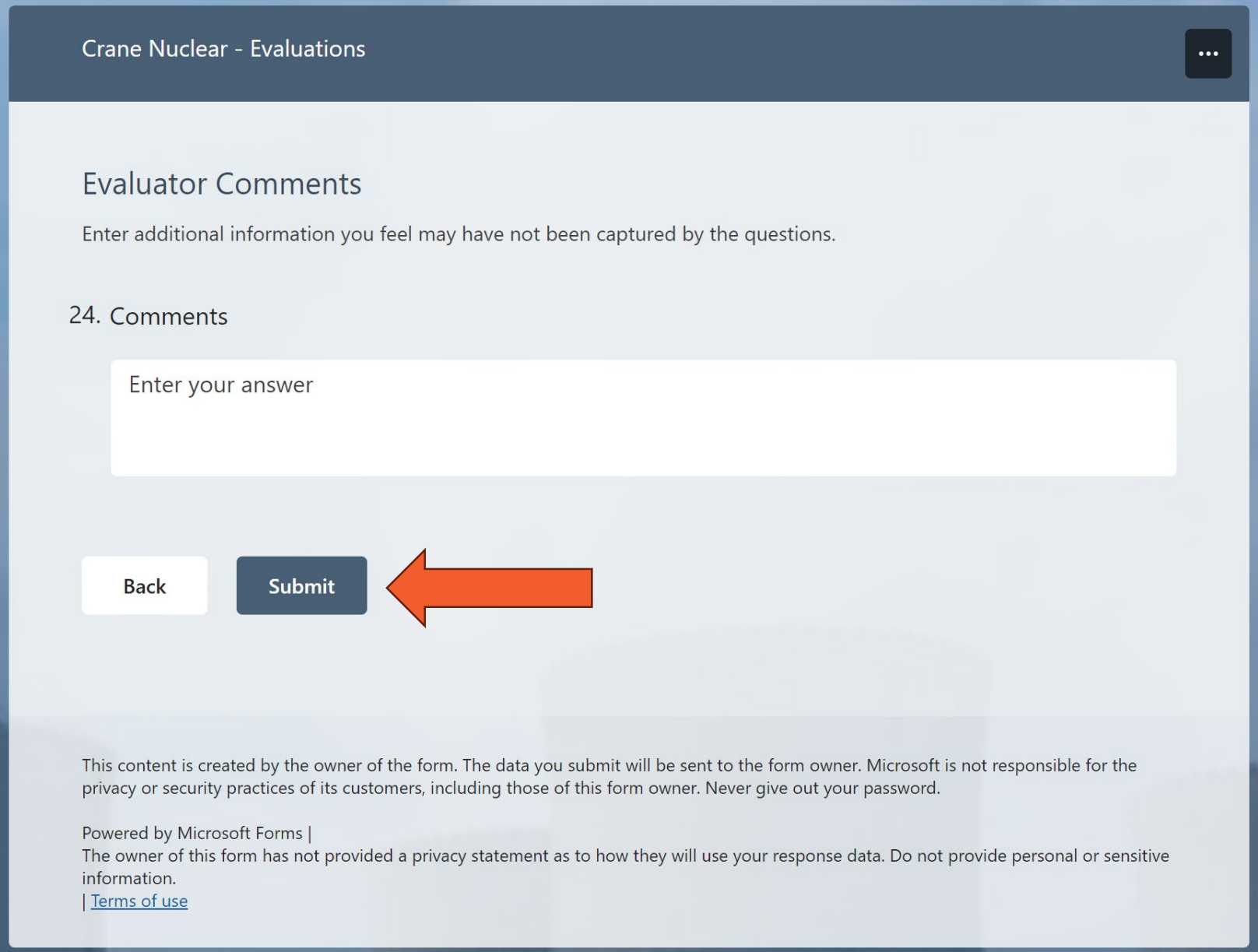


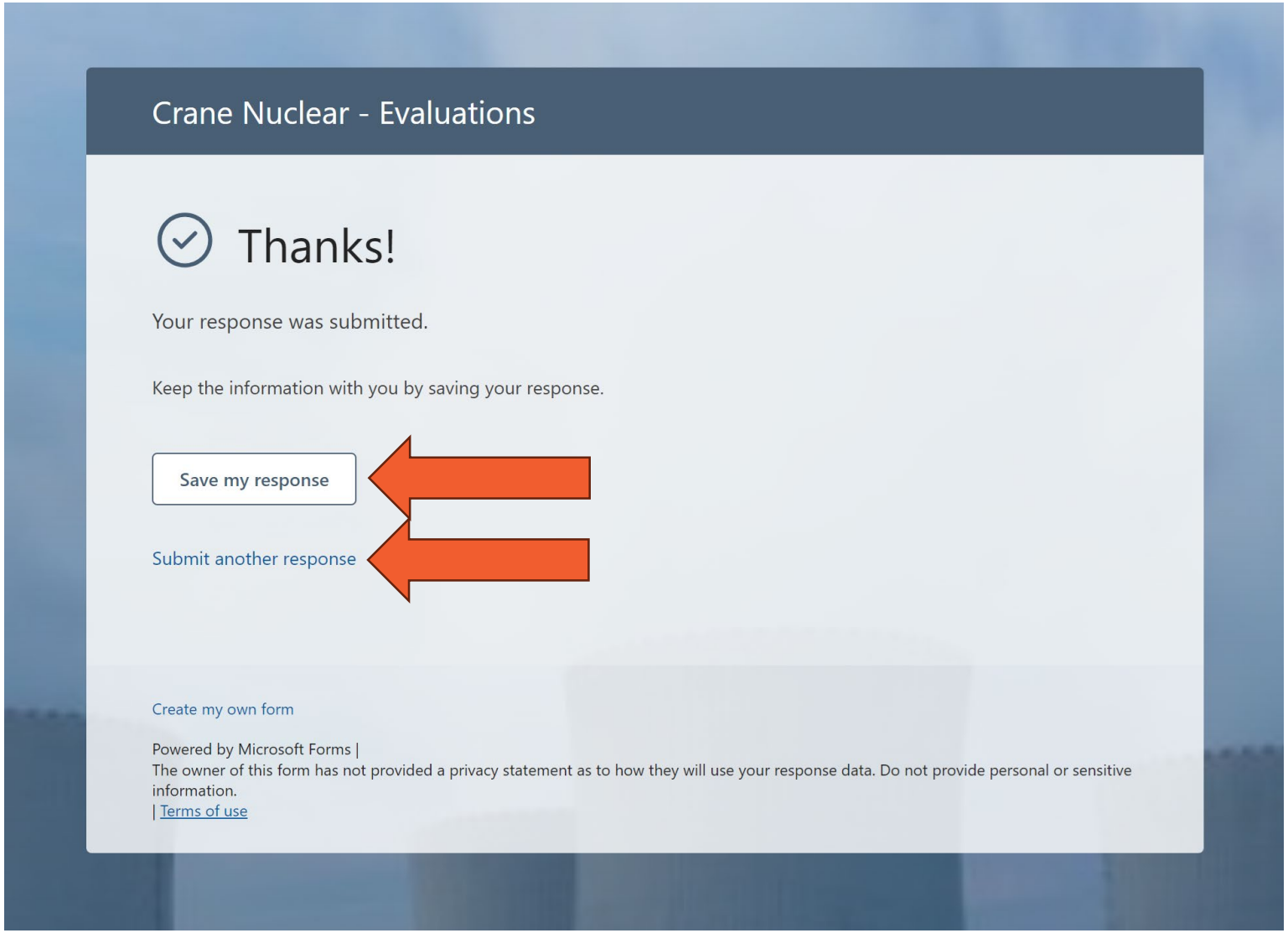
Microsoft Forms

Comments. Comments are required and should include:

- **Specific items addressing either one or three stars.**
- **Comments should be included, to aid the worker in their continuous development.**
- **Include comments that can aid staffers in placement of the worker on future jobs.**
- **Customer comments regarding returnee requests.**

Save your response for sharing with Employee.

Submit any remaining Evaluations



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Thank You !
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CRANE Nuclear Field Service Performance Appraisal

Stars rating Quick Reference Guide

Highly Effective (Demonstrates high-level capability)

- Has broad and deep understanding and skills, with substantial expertise and experience in this area.
- Can apply this competency in complex, varied situations.
- Role model for this competency

Effective (Consistently demonstrates capability in this area)

- Has sufficient understanding and experience to operate at a full professional level with this broad range of moderately complex situations.
- Can generalize basic principles to effectively function in both predictable and new situations.

Needs improvement/Developing

- Does not demonstrate this competency at the expected level, even with available assistance or direction from others
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