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# Quality Assurance Tool (KLOE)

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This is a model only. Amend according to your needs.

## Introduction

**Where care and support services are regulated and inspected, the provision of accurate information as to how the Service is performing, against laid down standards, is of fundamental importance.**

Of course the Care Quality Commission (CQC) will be responsible for the key assessments as to how a service is operating, and will judge and act accordingly (Key Lines of Enquiry).

**The service itself, however, can play an important part in the assessment process**, not only in relation to self-assessment in a general sense, but also in collecting and responding to the views of those on the receiving end, **its Clients, “significant others”, and staff.**

**This tool is a model and cannot represent itself as the ultimate solution.** It is for you to assess its validity for your service and to reach your own conclusions as to how it will benefit you in identifying those aspects of the service in which you are clearly strong, and those aspects where some improvements may be necessary. Identifying areas of weakness, and preparing action plans for improvement are key elements in achieving excellence in service provision and an “outstanding” rating.

## The tool, in outline, using CQC’s Key Lines of Enquiry (KLOE)

We have identified closely in preparing this tool with the *statutory guidance for service providers and responsible individuals* on meeting service standard regulations. For the purposes of a degree of simplicity, and to meet our objectives in being able to relate to a wide group of people, we have decided to group the guidance into the 5 Key Lines of Enquiry outlined by the Care Quality Commission. These are:

1. **Is the service Safe?**
2. **Is the service Effective?**
3. **Is the service Caring?**
4. **Is the service Responsive?**
5. **Is the service Well-led?**

**We will seek the views of Clients and other important stakeholders and staff by the use of questionnaires. These questionnaires will contain quality statements to which participants are invited to respond.**

Our approach in designing questionnaires is to examine the document “Key lines of enquiry, prompts and ratings characteristics for adult care services”, with particular emphasis on the guidance for CQC inspectors as to what might constitute an “outstanding” rating.

In designing quality statements which associate with and mirror the CQC’s own assessments of what behaviours are outstanding, we are in a sense asking those invited to complete the questionnaires to contribute their own views on how outstanding we are.

## The quality statements we have developed for clients' questionnaires are as follows:

(The statements in red have been selected for the model questionnaires we have developed).

### Is the service safe?

**The Company takes my safety very seriously**  
The Company will listen to any concerns I have about safety  
If I say something is unsafe, the Company will do something about it  
My safety is the Company's main priority  
If things go wrong, the Company learns from its mistakes  
If things go wrong, the Company is open and honest about what happened  
The Company encourages me to take sensible risks in order to maximise my independence  
I am fully involved in decisions about my safety  
My wishes regarding my personal safety are respected  
Care and Support Workers are always asking if I feel unsafe in any way  
Care and Support Workers expect me to raise any safety concerns I might have  
Safety concerns are dealt with quickly and efficiently  
**I am encouraged to manage any risks to my safety myself, or with help from others**  
I do not feel at any disadvantage simply because of my background or condition  
The Company is always looking for new and improved solutions to old problems regarding safety  
The Company accepts that decisions regarding my safety are made largely by me  
The Company will look for ways that allow me to take risks safely  
The Company is not afraid of embracing technological solutions  
The Company explores innovative solutions to safety issues or problems  
The Company provides me with useful information about how I can keep myself safe at all times  
If I have a concern about my safety, I know how to report it  
**Care and Support Workers usually spot a risky situation before I do**  
Care and Support Workers tell me that their safety is viewed very seriously by the Company, as well as mine  
Care and Support Workers tell me that the Company is a very good employer  
Care and Support Workers tell me that they have been provided with excellent training on all safety issues  
**Care and Support Workers always check that I have taken my medicine(s)**  
Care and Support Workers always take great care when giving me my medicines  
Care and Support Workers are always concerned that I store my medicines in the right place  
Care and Support Workers want me to become independent so that I can take my medicines myself  
Care and Support Workers are always giving me advice about infections and how they can be controlled  
**Care and Support Workers are not afraid to discuss hygiene issues with me so as to improve my health and resistance to infections**  
Care and Support Workers take proper precautions so as to minimise the risks of infection

### Is the service Effective?

**Care and Support Workers are always telling me about how people are developing new and better ways of doing things**  
Care and Support Workers are interested in improvements in the way my care and support is delivered  
**Care and Support Workers want to see better outcomes for me and will look for ways of achieving this**  
The Company will involve me in staffing matters if it thinks it will improve my care and support  
Care and Support Workers will often talk to me about my diet, and how it might be improved  
**If I am having difficulty in eating and/or drinking, Care and Support Workers will seek help for me so as to improve my care and support**  
I am not discriminated against because of my diet  
The Company works well with other organisations involved in my care and support  
Everyone involved in my care and support is updated and kept in the picture regarding my needs  
**If my care and support needs change I know that everyone involved will be informed without any delay**

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The Company and its Care and Support Workers always asks for my consent before treatment of any sort

If I am unable to make my own decisions regarding my treatment, or to give my consent, I am confident the Company and its Care and Support Workers will always act in my best interests

## Is the service caring?

I am treated as an individual

My care and support is seen as a joint venture between me and the Company

The desire for positive outcomes in relation to my care and support needs are shared between me and the Company

I could not be treated better by the Company

All my Care and Support Workers are compassionate, kind, understanding and sympathetic

I look upon my Support Worker as a true friend

My Care and Support Workers are interested in me

If I am feeling low, Care and Support Workers want to understand why, offer sympathy, and to see if they can help

The Company takes pains to ensure that they understand my views, preferences, wishes and choices

If my needs are not being properly understood, the Company will always try to find a way of resolving this

If I need someone to explain things on my behalf, this will be encouraged and supported

Respect for privacy and dignity is at the heart of the Company's culture and values

I am confident that details concerning my care and support are kept confidential

## Is the service responsive?

At the outset, my needs were considered carefully by the Company

My care and support plan was prepared with a focus on what I wanted to achieve

I want to become more independent, and the Company supports me fully in this goal

My care and support is delivered around my needs, rather than the needs of the Company

I have a big say in what happens in relation to my care and support

If my needs change, I know the Company will respond quickly

My views are listened to and respected

Care and Support Workers assigned to my care and support have good care and support skills

Care and Support Workers understand my needs might be different to others, and take this into account

I am treated as an individual, with my own needs, wishes and preferences

I know how to make a complaint

If I make a complaint, I am confident it will be handled properly

I am confident that I will not suffer in any way as a consequence of making a complaint

The Company is not afraid of complaints

If I make a complaint, the Company will seek to rectify the situation as quickly as possible

Complaints are seen by the Company as a way of improving things

If I make a complaint, I am confident that I will be told how it will be handled, and when I can expect to receive a detailed response

If I am in terminal care, I am confident that the Company will want to review my care and support plan and explore with me in detail how my care and support is to be handled and properly recorded up to the end.

I am confident that my terminal care and support plan will be updated in accordance with any changing wishes I might have

I am confident that the terminal care and support I receive will be caring, sympathetic and understanding

I am confident that the terminal care and support I receive will be from individuals with adequate knowledge and training

## Is the service well-led?

The Company knows where it is going  
**The Company cares greatly about its reputation and standing within the Community**  
The Company has a Mission Statement which gives me confidence about the direction in  
which it wants to go  
The Company is very interested in being the best it can be  
**The Company is the best in the area in what it does**  
The Company has a staff that works and pulls together to achieve the best outcomes for  
its Clients  
**Staff speak highly of the Company and how it treats people**  
The Company wants the best outcomes for everyone  
**If things go wrong, the Company is only interested in putting things right, rather than  
apportioning blame**  
The Company is interested in my views on how it is doing  
If I make a suggestion about how the service can improve, I am confident that it will be  
considered carefully and responsibly  
My opinion is sought at every opportunity  
The Company is committed to improvement of its services  
The Company is not complacent  
**People I talk to have a very positive opinion about the Company**

## Development of Client Questionnaires

Our approach is to identify with a selection of quality statements, and use them as the basis for assessing the quality of service provided.

For Clients, we have developed 6 Questionnaires:

1. Are we Safe?
2. Are Effective?
3. Are we Caring?
4. Are we Responsive?
5. Are we Well-led?
6. A combination of the above

## You, of course, can:

1. **Add to the bank of quality statements** with some of your own;
2. **Choose your own quality statements** to include in the questionnaires, based upon what you want to find out. You might have concerns for example about a particular aspect of care and support, in which case you might want to focus on this topic;
3. **Choose as many quality statements as you wish** – we have chosen 5 quality statements for Questionnaires 1-5, and used them all for the combined questionnaire (25 quality statements). We have based this simply on not wanting the questionnaires to be overly lengthy. **It is your choice as to how many quality statements you want to include and of course which ones.**

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# Client Questionnaires

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## Client Questionnaire - Is the service safe?

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company takes my safety very seriously					
I am encouraged to manage any risks to my safety myself, or with help from others					
Care and Support Workers usually spot a risky situation before I do					
Care and Support Workers always check that I have taken my medicine(s)					
Care and Support Workers are not afraid to discuss hygiene issues with me so as to improve my health and resistance to infections					

### Additional Comments (Optional)

If you would like us to contact you regarding this survey, please give your name and contact telephone number

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## Client Questionnaire - Is the service effective?

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
Care and Support Workers are always telling me about how people are developing new and better ways of doing things					
Care and Support Workers want to see better outcomes for me and will look for ways of achieving this					
If I am having difficulty in eating and/or drinking, Care and Support Workers will seek help for me so as to improve my care and support					
If my care and support needs change I know that everyone involved will be informed without any delay					
If I am unable to make my own decisions regarding my treatment, or to give my consent, I am confident the Company and its Care and Support Workers will always act in my best interests					

### Additional Comments (Optional)

If you would like us to contact you regarding this survey, please give your name and contact telephone number



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## Client Questionnaire - Is the service caring?

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
I am treated as an individual					
The desire for positive outcomes in relation to my care and support needs are shared between me and the Company					
All my Care and Support Workers are compassionate, kind, understanding and sympathetic					
If I am feeling low, Care and Support Workers want to understand why, offer sympathy, and to see if they can help					
Respect for privacy and dignity is at the heart of the Company's culture and values					

### Additional Comments (Optional)

If you would like us to contact you regarding this survey, please give your name and contact telephone number

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## Client Questionnaire - Is the service responsive?

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
My care and support plan was prepared with a focus on what I wanted to achieve					
If my needs change, I know the Company will respond quickly					
Care and Support Workers understand my needs might be different to others, and take this into account					
The Company is not afraid of complaints					
If I am in terminal care and support, I am confident that the Company will want to review my care and support plan and explore with me in detail how my care and support is to be handled and properly recorded up to the end					

### Additional Comments (Optional)

If you would like us to contact you regarding this survey, please give your name and contact telephone number

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## Client Questionnaire - Is the service well-led?

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company cares greatly about its reputation and standing within the Community					
The Company is the best in the area in what it does					
Staff speak highly of the Company and how it treats people					
If things go wrong, the Company is only interested in putting things right, rather than apportioning blame					
People I talk to have a very positive opinion about the Company					

### Additional Comments (Optional)

If you would like us to contact you regarding this survey, please give your name and contact telephone number

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## Client Questionnaire - Combined

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company takes my safety very seriously					
I am encouraged to manage any risks to my safety myself, or with help from others					
Care and Support Workers usually spot a risky situation before I do					
Care and Support Workers always check that I have taken my medicine(s)					
Care and Support Workers are not afraid to discuss hygiene issues with me so as to improve my health and resistance to infections					
Care and Support Workers are always telling me about how people are developing new and better ways of doing things					
Care and Support Workers want to see better outcomes for me and will look for ways of achieving this					
If I am having difficulty in eating and/or drinking, Care and Support Workers will seek help for me so as to improve my care and support					
If my care and support needs change I know that everyone involved will be informed without any delay					
If I am unable to make my own decisions regarding my treatment, or to give my consent, I am confident the Company and its Care and Support Workers will always act in my best interests					
I am treated as an individual					
The desire for positive outcomes in relation to my care and support needs are shared between me and the Company					

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All my Care and Support Workers are compassionate, kind, understanding and sympathetic					
If I am feeling low, Care and Support Workers want to understand why, offer sympathy, and to see if they can help					
Respect for privacy and dignity is at the heart of the Company's culture and values					
My care and support plan was prepared with a focus on what I wanted to achieve					
If my needs change, I know the Company will respond quickly					
Care and Support Workers understand my needs might be different to others, and take this into account					
The Company is not afraid of complaints					
If I am in terminal care and support, I am confident that the Company will want to review my care and support plan and explore with me in detail how my care and support is to be handled and properly recorded up to the end					
The Company cares greatly about its reputation and standing within the Community					
The Company is the best in the area in what it does					
Staff speak highly of the Company and how it treats people					
If things go wrong, the Company is only interested in putting things right, rather than apportioning blame					
People I talk to have a very positive opinion about the Company					

**Additional Comments (Optional)**

If you would like us to contact you regarding this survey, please give your name and contact telephone number

## So how do we use the results?

First of all let's look at our scoring system. We have chosen:

### Key:

- 5 = Strongly agree
- 4 = Agree
- 3 = Neither agree nor disagree
- 2 = Disagree
- 1 = Strongly disagree

Of course this is not the only way of scoring. We might have:

### Key:

- 5 = Yes
- 4 = Sometimes
- 3 = Don't know
- 2 = Not often
- 1 = Never or very rarely

Or some other combination which encapsulates the feeling of the Client towards the quality statement being addressed. At the end of the day, what we are left with is a feeling of positivity –

- 5 = Always
- 4 = Often
- 3 = Sometimes
- 2 = Rarely
- 1 = Never

**So, the more the score is above 3, we are in a positive area. Conversely, below 3 demonstrates a negative feeling – Clients are not really agreeing with the statement being expressed.**

Let's look at how we can work out an "average score".

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These are the results of a Questionnaire being completed by 1 Client, with the ✓ placed at random.

## Client Questionnaire - Combined

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company takes my safety very seriously	✓				
I am encouraged to manage any risks to my safety myself, or with help from others			✓		
Care and Support Workers usually spot a risky situation before I do		✓			
Care and Support Workers always check that I have taken my medicine(s)				✓	
Care and Support Workers are not afraid to discuss hygiene issues with me so as to improve my health and resistance to infections		✓			
Care and Support Workers are always telling me about how people are developing new and better ways of doing things				✓	
Care and Support Workers want to see better outcomes for me and will look for ways of achieving this				✓	
If I am having difficulty in eating and/or drinking, Care and Support Workers will seek help for me so as to improve my care and support		✓			

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Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
If my care and support needs change I know that everyone involved will be informed without any delay		✓			
If I am unable to make my own decisions regarding my treatment, or to give my consent, I am confident the Company and its Care and Support Workers will always act in my best interests		✓			
I am treated as an individual			✓		
The desire for positive outcomes in relation to my care and support needs are shared between me and the Company				✓	
All my Care and Support Workers are compassionate, kind, understanding and sympathetic				✓	
If I am feeling low, Care and Support Workers want to understand why, offer sympathy, and to see if they can help		✓			
Respect for privacy and dignity is at the heart of the Company's culture and values			✓		
My care and support plan was prepared with a focus on what I wanted to achieve				✓	
If my needs change, I know the Company will respond quickly					✓
Care and Support Workers understand my needs might be different to others, and take this into account				✓	
The Company is not afraid of complaints			✓		
If I am in terminal care and support, I am confident that the Company will want to review my care and support plan and explore with me in detail how my care and support is to be handled and properly recorded up to the end				✓	



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Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company cares greatly about its reputation and standing within the Community		✓			
The Company is the best in the area in what it does			✓		
Staff speak highly of the Company and how it treats people				✓	
If things go wrong, the Company is only interested in putting things right, rather than apportioning blame				✓	
People I talk to have a very positive opinion about the Company			✓		

**Additional Comments (Optional)**

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The results show:

- √ at 5 = 1 = 5 points
- √ at 4 = 7 = 28 points
- √ at 3 = 6 = 18 points
- √ at 2 = 10 = 20 points
- √ at 1 = 1 = 1 point

Total Points = 72

Total √ = 25

**Average = 2.88**

This Client is below 3, and therefore slightly negative. If you have distributed the questionnaire say to 10 people, you would have 250 "ticks". Divide the total points by 250.

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# Questionnaire for Family Members and “Significant Others”

**We have developed a short 15 statement questionnaire based upon the bank of quality statements produced for Clients’ questionnaires. You are free, clearly, to choose different statements, remove some, add some, as you wish.**

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## Questionnaire for Family Members and “Significant Others”

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company will listen to any concerns I have about safety					
If things go wrong, the Company is open and honest about what happened					
Care and Support Workers tell me that they have been provided with excellent training and ongoing support on all safety issues					
Care and Support Workers are always telling me about how people are developing new and better ways of doing things					
The Company and its Care and Support Workers always asks for my consent before treatment of any sort					
I am treated as an individual					
I could not be treated better by the Company					
The Company takes pains to ensure that they understand my views, preferences, wishes and choices					
At the outset, my needs were considered carefully by the Company					
My views are listened to and respected					
I am treated as an individual, with my own needs, wishes and preferences					
I know how to make a complaint					
The Company has a Mission Statement which gives me confidence about the direction in which it wants to go					
The Company is the best in the area in what it does					
People I talk to have a very positive opinion about the Company					

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**Additional Comments (Optional)**

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# Staff Questionnaire

The quality statements we have developed for Staff questionnaires are as follows:

<p>I like working here</p> <p>I look forward to coming to work</p> <p>The Company is properly managed</p> <p>I am well trained for what I am asked to do</p> <p>My skills are well utilised</p> <p>The workload is evenly divided</p> <p>Work patterns and rotas are well organised</p> <p>My work and personal life are well balanced</p> <p>I have too much to do</p> <p>I think I will be here in a year's time</p> <p>I am over-worked</p> <p>Induction training is excellent</p> <p>My contribution is valued</p> <p>I know what I am expected to do</p> <p>I am fairly treated</p> <p>My Supervisor treats me well</p> <p>Management know what they are doing</p> <p>My voice is heard and respected</p> <p>I get on well with my Supervisor</p> <p>I receive regular supervision and appraisal</p> <p>Appraisal of my work is fair</p> <p>People work well together</p> <p>Everyone pulls in the same direction</p> <p>I have good relationships with my colleagues</p> <p>Everyone contributes to the common good</p> <p>There is an open and honest culture where everyone is treated fairly</p> <p>Communication within the Company is generally good</p>
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I get to know about things that are important to me in my work

“Unofficial” channels work best

I know the direction the Company is heading

The Company pays me fairly

The company keeps pace with pay and benefits

Generally speaking, staff mix well together

The Company takes safety seriously

The Company is interested in my training needs

Training is seen as important

If I need training I know I will get it

My supervisor/manager discussed training and development issues with me

The company cares about me

The Company values my opinion on most matters

The Company communicates well with everyone

The Company's Statement of Purpose and Service User's guide provides useful information

Clients understand the contract they have with the Company

It is difficult to see how we might better communicate with Clients/Family etc

Clients are assessed properly before their care and support plan is provided

The Company is capable of meeting the needs of Clients

The Company would not accept anyone unless it was confident that their needs could be met

The needs of Clients are assessed regularly, and changes made to the Personal Care and support Plan when necessary

The Company takes an interest in the health and wellbeing of its Clients

There's always time to give the care and support that is needed

Staff are encouraged to take an interest in the outside interests of Clients

Dying and death are matters which the Company treats with compassion, caring and understanding

Clients' needs come before everything else

Complaints are taken seriously by the Company



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**Complaints are seen as a way of improving the Service**

**Clients' rights are protected at all times**

**No-one is abused here**

**Any allegation of abuse would be taken very seriously by the Company**

**There are always enough staff to do the work**

**The Company has a positive and inclusive atmosphere**

**If I have a concern, I can express it openly without fear**

**The Company is working hard to deliver a quality Service**

**Everyone is happy here**

**We have developed a 25 statement questionnaire based upon the bank of quality statements above You are free, clearly, to choose different statements, remove some, add some, as you wish.**

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## Staff Questionnaire

Please tick one box only for each Statement according to how you feel

Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
I look forward to coming to work					
The Company is properly managed					
I am well trained for what I am asked to do					
I have too much to do					
I think I will be here in a year's time					
Induction training is excellent					
My Supervisor treats me well					

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Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
Management know what they are doing					
My voice is heard and respected					
I receive regular supervision and appraisal					
There is an open and honest culture where everyone is treated fairly					
“Unofficial” channels work best					
The Company pays me fairly					
The Company takes safety seriously					
The Company is interested in my training needs					

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Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company communicates well with everyone					
Clients are assessed properly before their care and support plan is provided					
The Company is capable of meeting the needs of Clients					
There's always time to give the care and support that is needed					
Complaints are taken seriously by the Company					
Complaints are seen as a way of improving the Service					
Any allegation of abuse would be taken very seriously by the Company					
There are always enough staff to do the work					

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Statement	Tick one Box only				
	5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree
The Company is working hard to deliver a quality Service					
Everyone is happy here					

**Additional Comments (Optional)**

If you would like us to contact you regarding this survey, please give your name and contact telephone number

## Acting on the results

There is no point in a questionnaire, analysing the results, and doing nothing about them. We believe that:

1. All scores of 2 or below need further investigation
2. An overall score of around 3 needs a push for improvement.
3. Individual or group scores of 4 or 5 should be praised.

**We suggest that you review the results of your surveys to try to identify trends which may give rise to action plans for improvement, either on an individual, group or Company-wide scale.**

**Review of Questionnaires will generally give rise to a plan for improvement – improvement goals. A**

**SMART goal meets the criteria of the terms of the acronym:**

**SMART: Specific, Measurable, Attainable, and Relevant.**

Acronym	Description	Developing SMART Goals
<b>S</b>	Specific	Goals are clear, detailed and unambiguous. A specific goal will usually answer the five "W" questions:  What: What do I want to accomplish? Why: Specific reasons, purpose or benefits of accomplishing the goal. Who: Who is involved? Where: Identify a location. Which: Identify requirements and constraints.
<b>M</b>	Measurable	This term stresses the need for concrete criteria for measuring progress toward the attainment of the goal. If a goal is not measurable, it is not possible to know whether progress toward successful completion is being made.  <b>A measurable goal will usually answer questions such as:</b> <ul style="list-style-type: none"><li>• <b>How much?</b></li><li>• <b>How many?</b></li><li>• <b>How will I know when it is accomplished?</b></li></ul>
<b>A</b>	Attainable	This term stresses the importance of goals that are realistic and attainable. While an attainable goal may stretch the goal-setter in order to achieve it, the goal is not extreme. An attainable goal may cause goal-setters to identify previously overlooked opportunities to bring themselves closer to the achievement of their goals.  <b>An attainable goal will usually answer the question:</b>  <b>How: How can the goal be accomplished?</b>
<b>R</b>	Relevant	A relevant goal must represent an objective that the goal-setter is willing and able to work towards.  <b>A relevant goal will usually answer the question:</b>  <b>Does this seem worthwhile?</b>

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<b>T</b>	Time Bound	<p>The fifth term stresses the importance of giving goals a target date. A commitment to a deadline helps focus efforts on completion of the goal on or before the due date. Timeliness is intended to prevent goals from being overtaken by the day-to-day crises that invariably arise in an organization.</p> <p><b>A timely goal will usually answer the question:</b></p> <p><b>When?</b> <b>What can I do 6 months from now?</b> <b>What can I do 6 weeks from now?</b> <b>What can I do today?</b></p>
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## SMART Goal Template

Goal description:

Name of Person Responsible for completion:

Acronym	Description	Provide the detail
<b>S</b>	<b>Specific</b>	
<b>M</b>	<b>Measurable</b>	
<b>A</b>	<b>Attainable</b>	
<b>R</b>	<b>Relevant</b>	
<b>T</b>	<b>Time Bound</b>	