

MIT 502: A Performance Improvement Plan

MIT 500: A Self-Instructional Module

**Wasted Resources: A Human
Performance Analysis of the
the Printing Process in the
Watson School of Education**

Performance Improvement Plan

Context & Conditions:

“Wasted Resources: A Human Performance Analysis of the Printing Process in the General Computer Lab at the Watson School of Education,” a performance improvement analysis, was completed in the summer of 2006 in partial fulfillment of a course entitled: MIT 502: The Systematic Approach to Performance Improvement. Under the guidance of Dr. Arnold Murdock this analysis was conducted in response to a substantial increase in the amount of toner, paper, and maintenance costs in a Watson School of Education computer lab.

Scope:

The performance analysis identified the gap between what “should be happening” and what “is” actually occurring. A project plan was completed which covered all aspects of the performance improvement plan including: a perception analysis, a performance analysis, performance intervention strategies (for each of the four levels), a feasibility analysis, and an evaluation plan. This project was completed during one summer session.

Role:

As a performance technologist I conducted the performance analysis and created the performance improvement plan. I researched the organizational structure and conducted interviews and performance observations. The performance analysis identified the gap between the “actuals” and “optimals.” The

performance improvement plan defined a budget, schedule, and the resources needed to close the gap.

Reflection:

This course oriented me to and allowed me to explore the fascinating field of performance technology. Instead of assuming training to be the solution to any problem this course broadened my horizons and required me to look at a problem as a performance issue that can be solved in a number of ways, one of which being training.

Domain of Instructional Design			
MIT Competencies	Job Qualifications	Artifacts	Rationale
Conduct performance analysis and determine the appropriateness of instructional solutions for the problem.	Collaborate with faculty and other clients to determine complex objectives, learning activities and materials, and assessment strategies. Demonstrate experience writing project, strategic and operational plans.	MIT 502 -Performance Improvement Plan	This artifact was included because it shows an example of a performance analysis I have conducted.
Plan and conduct needs	Conduct applied research and evaluation	MIT 502-	This artifact demonstrates my ability to successfully identify the gap between the current situation and the ideal

assessment.	Conduct needs analysis	Performance Improvement Plan	situation. Once this gap is identified it is time to determine what factors are causing the deficiency.
Conduct analysis of jobs/tasks and content.	Write learning objectives	MIT 502 -Performance Improvement Report	The task analysis explains how the learner gets from their current situation to the optimal task performance.