

SMART Goal Worksheet



Issue Identified	We have a high turnover of credentialed vet techs at our practice.	
SMART Goal		
Specific	Reduce turnover rate of credentialed technicians by addressing the attrition factors that tend to drive individuals in that role out of practice.	
Measureable	Reduce the turnover rate of credentialed techs by 10% by addressing the attrition factors that tend to drive individuals in that role out of practice.	
Achievable	Because fair compensation is the primary driver of attrition in this role, look for ways to offset a pay increase for these team members.	
Relevant	Retaining more techs will help our practice in its mission to treat more pets while also taking the time to educate our clients and the community about proper pet care.	
Timely	Reduce the turnover rate of credentialed techs by 10% in the next 12 months by addressing the attrition factors of fair compensation. Look for ways to offset a pay increase for these team members and implement this pay increase within four months.	
		Check-in Date
Action Item #1:	Write goal statements	
Action Item #2:	Calculate attrition/retention rate	
Action Item #3:	Create employee satisfaction survey	
Action Item #4:	Research competitive wages	
Action Item #5:	Assess tech utilization	
Action Item #6:	Write impact statement	
Action Item #7:	Create timeline	
Action Item #8:	Create team communication plan	