

CD-430
(10/05)

U.S. Department of Commerce

PERFORMANCE MANAGEMENT RECORD

Coverage	Bureau Appraisal Cycle	Appraisal Year
<input checked="" type="checkbox"/> General Schedule <input type="checkbox"/> Federal Wage System <input type="checkbox"/> Wage Marine	<input checked="" type="checkbox"/> October 1 – September 30 <input type="checkbox"/> June 1 – May 31 <input type="checkbox"/> November 1 – October 31	From: <u>06/01/07</u> To: <u>09/30/07</u>

Employee's Name: _____

Position Title: Acquisition Management Specialist Pay Plan, Series, Grade/Step: GS-1102-12/7

Organization: 1. Department of Commerce 3. Acquisition and Grants Office
2. National Oceanic & Atmospheric Admin 4. Acq.Oversight & Support Staff

PERFORMANCE PLAN CERTIFICATION

This plan is an accurate statement of the work that will be the basis for the employee's performance appraisal.

Privacy Act Statement - Disclosure of your social security number is voluntary. The number is linked with your name in the official personnel records to ensure unique identification of your records. The social security number will be used solely to ensure accurate entry of your performance rating into the automated record system.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name:	Date	Element No. <u>1</u> of <u>3</u>
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Cascaded Organizational Goals

Each element must be cascaded from the DOC Strategic Goals. All Goals must be identified for each element. First, select the appropriate DOC Strategic Goal, then list the Bureau Goal, and the SES Manager Goal to complete the cascade.

DOC Strategic Goals:

- Strategic Goal 1: Provide the information and tools to maximize U.S. competitiveness and enable economic growth for American industries, workers and consumers
- Strategic Goal 2: Foster science and technology leadership by protecting intellectual-property, enhancing technical standards and advancing measurement science
- Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- Management Integration Goal: Achieve Organizational and Management Excellence
- Bureau Goal:** Provide critical support for NOAA's mission
- SES/Organizational Goal:** Customer/Client Service Responsiveness

Critical Element and Objective

Customer Service
To respond to internal and external customers, stakeholders, and the public.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.)	Element Weight
Enter the weight for this element in the adjacent box. →	20

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. Responses to customer inquiries for information or services comply with office standards.
2. Customer inquiries are acknowledged, and customers are apprised of the status of the inquiry and when to expect resolution.
3. Customer needs are identified, and issues are clarified in communications with the customer.
4. Customer expectations are managed to ensure that customers understand the type and level of service available and expected time frames.
5. Customer service is provided in collaboration, consultation, and partnership with customers, other agencies, and stakeholders.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. Routinely responds to each customer request with factually accurate information that is consistent with office and departmental guidance and policies, as well as other relevant program or technical documents.
2. Work products reflect consideration of customer issues and concerns.
3. Routinely responds to e-mail and telephone inquiries within 16 business hours. If information is not readily available, usually responds to requests within 24-48 hours.
4. Answers written requests for information within 5-7 days from date of receipt, or within other time frames specified by the supervisor or program requirements.
5. Oral responses to customers are usually clear, courteous and directly address issues and questions.
6. If on approved absence, an automated notification e-mail will normally be sent in response to in-coming messages that indicates your absence, the period of absence and identifies an alternate contact. Voice mail messages must also provide the caller with the same information.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	Element No. <u>2</u> of <u>3</u>
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- Strategic Goal 3: Observe, protect and manage the Earth's resources to promote environmental stewardship
- Management Integration Goal: Achieve Organizational and Management Excellence
- Bureau Goal:** Commitment to organizational excellence through management and leadership across a corporate NOAA.
- SES/Organizational Goal:** Support of corporate NOAA

Critical Element and Objective

Purchase Card Program and Oversight
To implement and monitor the requirements of NOAA's purchase card program.

Weighting Factor: (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) **Enter the weight for this element in the adjacent box:→**

Element Weight
50

Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. Government purchase card accounts are established for new cardholders, and changes are made to individual purchase card limits as required.
2. Guidance is provided to cardholders and approving officials.
3. Audits are conducted to monitor purchase card activity and inspect cardholder records.
4. Statistical reports are generated from the purchase card system for management.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. New accounts are set up and changes to existing accounts are generally made within 10 calendar days of request receipt.
2. Guidance is generally provided in response to inquiries from cardholders and approving officials within 48 hours.
3. Seemingly inappropriate or suspicious charges are promptly investigated with cardholders and/or approving officials and any clear compromises of the purchase card program are reported to the Deputy Director, AGO, within one day of verification.
4. Audits are conducted on cardholder activity within established guidelines and best practices.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	Element No. <u>3</u> of <u>3</u>
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- Bureau Goal:** Commitment to organizational excellence through management and leadership across a corporate NOAA
- SES/Organizational Goal:** Support of corporate NOAA

Critical Element and Objective

Policy Development
 To provide assistance in the development of appropriate purchase card policy.

Weighting Factor (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) Enter the weight for this element in the adjacent box. →	Element Weight 30
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Results of Major Activities: Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.

1. Existing purchase card policy is reviewed for currency and clarity.
2. Policy is developed in direct response to changing acquisition regulations and GAO case law.
3. Policy revisions are communicated with cardholders and approving officials.

Criteria for Evaluation: Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.

1. On an on-going basis, existing policy is reviewed for currency and clarity based on inquiries from cardholders and approving officials; needed changes are generally communicated to the AGO policy staff within 5 business days of the identification of the need.
2. Suggested guidance/policy on purchase card use is usually provided to the AGO policy staff on an on-going basis as a result of changes to the acquisition regulations and/or GAO case law.
3. Changes to policy or procedures related to the purchase card program are generally communicated to all service cardholders and approving officials within 2 weeks of issuance of change.

Employee Name: _____			
PERFORMANCE SUMMARY RATING			
<ul style="list-style-type: none"> • List each element in the performance plan. • All elements are critical. • Assign a rating level for each element: <ul style="list-style-type: none"> (5) Level 5 (highest level of performance); (4) Level 4; (3) Level 3; (2) Level 2; (1) Level 1 (unacceptable performance) • Score each element by multiplying the weight by the rating level. • Interim ratings should be considered when you prepare the final summary rating. • After each element has been scored, compute the total point score by adding the individual scores. • Rating officials must provide either an overall narrative justification of the summary rating or a written justification for each element rating. • A written justification is required for any element rated below Level 3. 			
Performance Element	Individual Weights (Total must equal 100)	Element Rating (5, 4, 3, 2, 1)	Score
1. Customer Service	20		0
2. Purchase Card Program Coordination & Oversight	50		0
3. Policy Development	30		0
			0
			0
TOTAL SCORE			0
PERFORMANCE RATING			
<input type="checkbox"/> Level 5 (470 – 500)	<input type="checkbox"/> Level 4 (380 – 469)	<input type="checkbox"/> Level 3 (290 – 379)	<input type="checkbox"/> Level 2 (200 – 289)
			<input type="checkbox"/> Level 1 (100 – 199)
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date
Employee's Signature (indicates appraisal meeting held)		Employee comments attached?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date