

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: _____ SSN: _____

Position Title: Business Development Specialist Pay Plan, Series, Grade/Step: GS-1101-14

Organization: 1. San Francisco National Enterprise Center 3. U.S. Department of Commerce
 2. Minority Business Development Agency 4. _____

PERFORMANCE PLAN CERTIFICATION

(This section is intentionally left blank for signature and date.)

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
10/31/06Element No. 1 of 4

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: Customer Relationship Management/Customer Service
- SES/Organizational Goal: Ensures a high degree of responsiveness to leadership, the public, internal and external customers.

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.) **Enter the weight for this element in the adjacent box.** →

Element Weight
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 MBDA 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 MBDA 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.
- Oral responses to customers are usually clear, courteous and directly address issues and questions.
- 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 10/31/06	Element No. <u>2</u> of <u>4</u>
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Cascaded Organizational Goals

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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:** To improve organizational and effectiveness, responsiveness and efficiencies.
- SES/Organizational Goal:** To improve organizational and effectiveness, responsiveness and efficiencies.

Critical Element and Objective

Operational Effectiveness and Efficiency: To enhance the operational effectiveness and efficiency of MBOC projects

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
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.

SFNEC Component:

1. Competitive grantee solicitation panels are held and chaired by the employee resulting in the selection of quality operators.

OBD Component:

1. The FY 2007 performance of each Center is monitored, reviewed and reported.
2. The performance of each Center is improved through strategic planning and business acumen.
3. Weekly reports are produced and presented on the Minority Business Opportunity Commission program's status to the Senior Management Team.

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.

SFNEC Component:

1. BDS typically ensures that the Grantee Panel process is executed by regulation and that Award Action Packages are usually completed on a timely basis with minimal errors.

OBD Component:

1. Reviews the performance of each Center on a weekly basis and, where required, contacts the NEC for follow-up to ensure that any program deficiencies are satisfied.
2. Develops written intervention strategies for under-performing Centers as required and ensures that NECs' Staff are trained in and familiar with strategies for successful operation with 60 days of opening.
3. The Program Manager typically reports weekly to the Senior Management Team, ensuring that Team is aware of any program under-performance of the MBOC grantees.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/31/06	Element No. 3 of 4
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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:** To improve Access to Capital Opportunities and Business Contracting/Procurement Opportunities Awarded to MBEs
- SES/Organizational Goal:** To improve Access to Capital Opportunities and Business Contracting/Procurement Opportunities Awarded to MBE

Critical Element and Objective

Business Development: To increase market and financing opportunities for MBEs.

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

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.

SFNEC Component:

1. A focused organizational strategy is developed and implemented to support the Regional target goal of \$40 Million in procurement and financial transactions for 2007.
2. Procurement and financial resources are facilitated with large corporations and city governments resulting in goal assistance to the SFNEC funded projects to meet their FY 07 \$300 Million procurement and financial goals.
3. Professional business development advice is given to the SFNEC funded projects to assist those Centers that are not meeting their financial transactions goals.

OBD Component:

1. A Business to Business event with the Los Angeles Unified School District and other LA contracting entities is developed and implemented within the FY 2007 budget. Logistical, networking support, and market segment analysis is provided for The Las Vegas/Perini Business to Business event.

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) Between \$5 Million and \$15 Million in transactions are generated in contract and financial opportunities for a small group of "adopted" MBEs.
- 2) Coach between 8 and 10 MBEs.
- 3) Generates a minimum of (1) (Los Angeles United School District) MOU with a new strategic partner for the year. Generates clients (one per quarter) and a minimum of one transaction per quarter for funded projects. Equity program sources generate at least 1 other transaction.
- 4) Assistance Plans, in partnership with assigned/designated Center Advisor, are created and implemented for under-performing Centers as identified by the Regional Director within 30 days of under-performance as recognized by the Federal Funding Opportunity (FFO). Initial Performance analysis will generate requests for Assistance Plans no later than April 2007; and thereafter, as needed, to maintain minimum performance requirements.

OBD Component:

1. With the Chief of the Office of Business Development, the Program Manager will develop the concept of the LAUSD B2B by April 1, 2007.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/31/06	Element No. <u>4</u> of <u>4</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:** MBDA will increase access to the marketplace and financings for minority-owned businesses.
- SES/Organizational Goal:** MBDA will increase access to the marketplace and financings for minority-owned businesses.

Critical Element and Objective

Program Management: The manage the Minority Business Opportunity Center program to effectively achieve program performance goals.

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

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. Program parameters and policy and guidance documents are developed, implemented to manage and direct the MBOC program, utilizing the strategic plan for the program that reflects MBDA's organizational and performance objectives.
2. Regular program performance guidance is provided to the NECs and the MBOCs regarding the Center's program requirements.
3. Pre-bid and post award conferences are prepared and conducted to include all required training (Performance System training and other training required by the Federal Funding Opportunity (FFO) for the MBOC and NEC education).
4. Procurement, contracting and grants administration procedures are complied with through coordination with the Departmental grants officer.

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. The new MBOC program is designed and developed to ensure the award of the new MBOC program by January 2008. The program Manager develops a standardized intervention strategy for under-performing centers which can be implemented by the NECs by the end of the performance cycle.
2. Typically, conducts quarterly meetings with the National Enterprice Centers and MBOCs to review program performance and goals and to discuss potential intervention strategies for under-performing centers as measured by the FFO.
3. Most often, conducts Performance System software application training for all new MBOCs by March 1, 2007. Follows up within 30 days to determine the effectiveness of training. If necessary, the Program Manager will conduct follow-up training. Usually, conducts all pre-bid conferences for the new MBOC program.
4. The Program Manager ensures that all required MBOC reporting to the grants officer is generally accurate, complete and timely. Program Manager ensures that panelling for the new program is typically completed in a timely manner.

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: (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
Customer Service	20		0
Operational Effectiveness and Efficiency	20		0
Business Development (Contracts and Finance)	30		0
Program Management	30		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