

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: Economist Pay Plan, Series, Grade/Step: GS 0110 - 13/7

Organization: 1. International Trade Administration 3. Foreign-Trade Zones Staff
2. Import Administration 4. _____

PERFORMANCE PLAN CERTIFICATION

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

[Empty space for performance plan certification]

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>4</u>
-----------------------	------	----------------------------------

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:** Identify and Resolve Unfair Trade Practices
- SES/Organizational Goal:** Enforce U.S. Trade Laws

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.

- Responses to customer inquiries for information or services comply with ITA standards.
- Customer inquiries are acknowledged and customers are apprised of the status of the inquiry and when to expect resolution.
- Customer needs are identified and issues are clarified in communication with the customer.
- Customer expectations are managed to ensure that customers understand the type and level of service available and expected time frames.
- 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.

- Routinely responds to each customer request with factually accurate information that is consistent with ITA and departmental guidance and policies as well as other relevant program or technical documents.
- Work products reflect consideration of customer issues and concerns.
- Routinely responds to e-mail and telephone inquiries within 16 business hours. If information is not readily available, usually responds to requests within 24-28 hours.
- 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.
- When out of office, outgoing voicemail and e-mail messages are changed to include information for alternative contact.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date _____

Element No. 2 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: Identify and Resolve Unfair Trade Practices
- SES/Organizational Goal: Enforce U.S. Trade Laws

Critical Element and Objective

Conducts reviews for FTZ Board Actions under the Foreign-Trade Zones Act of 1934
To enforce U.S. trade laws

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
40

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.

FTZ cases are reviewed within the FTZ Board's standard time guidelines.

Complex procedural matters are handled with assistance from director/senior staff in a manner that meets FTZ regulatory requirements while minimizing time delays.

Case review reports identify key issues and contain analyses that address FTZ criteria and related economic factors. Complex issues that arise during reviews are analyzed and resolved with assistance from director/senior staff.

Communication is provided to interagency offices, applicant and other interested parties.

Case documents and milestones are tracked to enhance office and staff efficiency.

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.

Analyst's average case processing times, as adjusted for external and case-specific issues, meet Board's standard time guidelines, e.g., 6 to 8 months for manufacturing cases, 10 months for other major actions, 30/60 days for administrative actions, and 90 days for TIM actions.

Relevant internal case deadlines/time frames are usually met.

Typically case output meets expected average, based on case assignments and considering other assignments.

Documents for FTZ Board actions appropriately discuss case issues and are usually structural, grammatical, or typographical errors are rare.

Relevant case-tracking documents or systems are usually updated and maintained within 2 business days of a milestone/action.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name:	Date	Element No. <u>3</u> of <u>4</u>
-----------------------	------	----------------------------------

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: Identify and Resolve Unfair Trade Practices
- SES/Organizational Goal: Enforce U.S. Trade Laws

Critical Element and Objective

Monitors Foreign-Trade Zone Activity
To enforce U.S. trade laws

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 25
---	----------------------

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.

Analyst's work with zone grantees, zone users, and operators helps ensure that zones submit annual reports to the FTZ Board in accordance with the requirements of the FTZ Act and regulations and that reviews of the annual reports are conducted.

- Relevant data is extracted from the zone reports and added to the database.
- Elements and data are prepared for the annual report to congress.
- Zone annual report data is spot checked and follow up is conducted as necessary.
- Lists and databases of zone information is updated.

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.

- Reports are reviewed and checked within the one-year review cycle. Possible major errors are identified and requests for corrections are made.
- Data is extracted within the one-year review cycle.
- Appendices and other report elements are generally completed within the one-year review cycle.
- Major problems areas are appropriately identified for spot checks (and for follow-up, as appropriate).

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	Element No. <u>4</u> of <u>4</u>
-----------------------------	-------------------	---

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: Identify and Resolve Unfair Trade Practices
- SES/Organizational Goal: Enforce U.S. Trade Laws

Critical Element and Objective

Outreach/Counseling
To enforce U.S. trade laws

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. →	15

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.

Counseling sessions are conducted to expand the knowledge and understanding of the FTZ program for program users and other relevant parties.

Outreach seminars are conducted to expand the knowledge and understanding of the FTZ program for potential FTZ users.

Counseling sessions and/or outreach seminars are conducted to gain feedback for program improvement from program users.

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.

Conducts a minimum of 10 counseling sessions related to potential FTZ cases.

Conducts a minimum of 10 counseling sessions related to ongoing FTZ cases.

Outreach/counseling sessions contain few factual or policy-related errors regarding FTZ Board procedures and requirements established within ITA/FTZ standards.

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
Conducts Reviews for FTZ Board Actions	40		0
Monitors Foreign-Trade Zone Activity	25		0
Outreach/Counseling	15		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)
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