

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: International Trade Specialist Pay Plan, Series, Grade/Step: -1140-GS13-02

Organization: 1. International Trade Administration 3. Office of Professional Development
2. Trade Promotion/US&FCS 4. _____

PERFORMANCE PLAN CERTIFICATION

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

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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
11/03/06Element No. 1 of 5

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:** Advance U.S. International and Commercial Strategic Interests and Broaden and Deepen the U.S. Exporter Base.
- SES/Organizational Goal:** The CS will provide vital trade promotion assistance to U.S. businesses seeking access to int. markets.

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
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.

- .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 communications 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 11/03/06	Element No. 2 of 5
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Cascaded Organizational Goals

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Bureau Goal: Advance U.S. International and Commercial Strategic Interests and Broaden and Deepen the U.S. Exporter Base.

SES/Organizational Goal: The CS will provide vital trade promotion assistance to U.S. businesses seeking access to int. markets.

Critical Element and Objective

Training and Professional Development Services- Conducts oversight and coordinates development, delivery and evaluation of training and professional development activities for Commerical Service Employees worldwide.

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. →	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.

- .Curriculum and training materials are designed and developed as measured by the availability of a consistent sequence of technical training and professional development programs including entry, intermediate, and advanced levels.
- .High quality training programs based on adult learning principles are delivered as measured in participant evaluations.
- .Subject matter expertise is demonstrated as measured by recommendations for improved program content, format, and delivery.
- .Recommendations for multi-year training and professional development strategies are developed as measured by timeliness and relevance, accuracy of budget projections, and inclusion of CS staff feedback.
- .Learning technologies (distance learning, webinar, video conferencing) are applied to at least one assigned program or special project.

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.

- .Curriculum materials usually incorporate adult learning principles as measured by use of detailed agendas, clearly defined learning objectives, and instructional activities designed to promote active engagement by participants.
- .Curriculum materials (agendas, course content, power point presentations, evaluation forms) are usually a high quality product, requiring few edits or revisions.
- .Training and Professional Development Programs coordinated or developed by staff member typically incorporates TS, CO or FSN/LES workplace competencies and are usually linked to CS strategic objective to build mission critical skills.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name:	Date 11/03/06	Element No. <u>3</u> of <u>5</u>
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Cascaded Organizational Goals

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Critical Element and Objective

Program Management- Effectively coordinates professional development programs including design, implementation and return on investment reporting.

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
25

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

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.

.Program management responsibilities requiring agency-wide collaboration and coordination are demonstrated as measured by independent oversight for OIO Regional Director and Country Manager Training, OIO FSN Training Program, OIO RAS Admin Training, CTDY Program, Co-Liaison OIO, and Co-coordinator SCO PD Conferences, FSN competency initiative and other duties as assigned.

.Complex conference meetings, training programs and professional development initiatives are coordinated as measured by successfully completing planning and implementing these activities from the design to the evaluation phases.

.Advance and on-site logistical support for key training events are provided as measured by successfully completing domestic and international training events.

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.

.Programs are typically based on accurate and reliable assessments of client needs as measured by on going feedback from CS participants.

.Program work plans usually follow a logical sequence that incorporate needs analysis, instructional design criteria, logistics (event planning) and evaluation processes.

.Typically human capital and financial resources are effectively managed as demonstrated by successful completion of program and training activities within budget.

.Results of OPD training programs are usually reported to executive manager in a timely manner (within 21 days of completion of each program).

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 11/03/06	Element No. 4 of 5
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Critical Element and Objective

Leadership (Teamleader) - To plan, manage and perform one's work assignments in a manner that enhances individual and organizational efficiency and effectiveness.

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
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.

- . Networks and working relationships are developed with DOC, ITA and CS staff and senior managers as appropriate.
- . ITA's and the organizational unit's mission, vision, core values, strategies, goals, objectives, plans and priorities are communicated.
- . The organizational unit's workload is identified, distributed and balanced among employees.
- . The goals, objectives, priority, and deadlines of work assignments are communicated to employees and work is reviewed to ensure that the supervisor's instructions on work priorities, methods, and deadlines are met.
- . Leadership, coaching, training, advice and assistance are provided to employees in selecting and applying appropriate work methods, procedures and techniques.
- . Unit and individual employee work plans, accomplishments, problems, progress, and needs (i.e., training, resources, feedback, and decisions) are communicated to the supervisor.

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.

- . ITA's strategic plan, mission, vision and core values are generally communicated to employees in a timely manner in staff meetings & via e-mail.
- . Work plans, methods, priorities, and assignments generally meet established deadlines and typically reflect sound analytical thinking.
- . Information communicated to the supervisor on unit and individual employee work plans, accomplishments, problems, progress, and needs (training, resources, decisions) is generally prepared on time.
- . Employee work products are generally reviewed in a thorough and timely manner.
- . Contributions to improving individual and organizational unit functions, operations, and work products and services are generally thorough, supported by accurate information and completed in accordance with established time frames.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name:	Date 11/03/06	Element No. <u>5</u> of <u>5</u>
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Critical Element and Objective

Evaluation and Assessment: Conducts programs and agency-wide evaluations and assessments related to professional development and training ne

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
20

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

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.

Future training needs are researched and identified as demonstrated through recommendations for innovative programs for assigned CS population.

Program findings are reported as measured by consistent evaluation of PD activities and accurate reporting of Commercial Service -funded initiatives and submission of on-time quarterly reports.

PD programs are marketed as measured by contributing to monthly reporting of PD highlights, success stories, and DG newsletter.

Financial results are routinely reported (cost of programs, number of participants, opportunities for cost savings) of professional development programs to executive management.

Results of program activities are shared with OPD colleagues in order to incorporate lessons learned that will improve, strengthen, or modify overall OPD initiatives and strategies.

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.

Evaluation and assessments are usually conducted within established time frame specified by approving official..

Written reports are usually well developed, follow a logical sequence from background and findings to overall recommendations.

Typically drafts, edits and writes agency, OPD, and congressional reports and CS Taskers in a clear and concise manner as measured by timely clearance by approving official.

Results of OPD programs are typically reported accurately and communicated to a broader audience of DOC, ITA, and CS stakeholders as appropriate.

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
Customer Service	15		0
Training and Professional Development Services	25		0
Program Management	25		0
Leadership (Teamleader)	15		0
Evaluation and Assessment	20		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