

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: Management Analyst Pay Plan, Series, Grade/Step: GS-343-12

Organization: 1. MBDA 3. _____
2. AD for Management 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 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 <u>10/01/06</u>	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:**
5 Percent increase in the American Consumer Satisfaction Index
- 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
<u>Enter the weight for this element in the adjacent box. →</u>	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 MBDA 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 MBDA 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 24-48 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.

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 <u>10/01/06</u>	Element No. <u>2</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: Improve Organizational Effectiveness, Responsiveness and Efficiencies
- SES/Organizational Goal: Improve Organizational Effectiveness, Responsiveness and Efficiencies

Critical Element and Objective

Office Operations: Employee keeps accurate records of office operations and follows DOC policy regarding the same.

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
30

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.

- 1) Office of Associate Director's Human Resource strategic goals and organizational objectives are implemented.
- 2) Laws, regulations, policies and SOPs are adhered to in creating high quality service level;
- 3) Office operations are managed using measurable results and identified time frames;
- 4) HR databases are maintained by inputting new data for use in client assistance, customer service records
- 5) Human Resource Database System reports are produced for use in office operations.
- 6) Services delivered are tracked and monitored.

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) Documentation on HR office operations that support the strategic plan and organizational objectives is usually completed within time-frame given by either the Lead Management Analyst or the Associate Director for Management.
- 2) High quality service is defined by generally accurate, timely advice or service rendered that is consistent with law, regulation or DOC/MBDA policy as observed by the Team Leader.
- 3) Usually the results of service/product delivery are communicated to the Lead Management Analyst on at least a quarterly basis using the Employee Performance Feedback System.
- 4) Generally databases are updated every pay period for accuracy and office use. Use of the HRDS system to generate monthly reports is completed within 1 week of the ending of the previous month.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/01/06	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: Improve Organizational Effectiveness, Responsiveness and Efficiencies
- SES/Organizational Goal: Improve Organizational Effectiveness, Responsiveness and Efficiencies

Critical Element and Objective

Human Capital Management: Ensure that MBDA meets its Human Capital Accountability and Client Standards as outlined in OHRM/PMA documents including Merit Systems Principles, EEO and Diversity requirements, and Prohibited Personnel Practices.

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. →	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.

Records and databases are maintained so that employee development records are accurate and assist in meeting the goal to have 50% of newly placed first-line Supervisory personnel certified through the ITA HR Supervisory Certification Program for FY 2007.

Merit Systems Principles, EEO and Diversity requirements and Prohibited Personnel Practices are applied to HR work products and services.

Human Capital Accountability Policy is implemented through communication to Agency supervisory staff and HR staff resulting in regulatory compliance and Green on PMA scorecard for controllable MBDA initiatives.

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) Generally, accurate information is entered into the databases within 3 days of pay period ending.
- 2) Services and products provided for the Office of the Associate Director for Management are usually compliant with regulation and SOPs.
- 3) Documentation is prepared for quarterly PMA reports by DOC requested deadline, binders with backup documentation for the PMA reports are typically updated quarterly.
- 4) Documentation created in support of the PMA HR objectives is generally completed within established time-frames as observed by the Lead Management Analyst.
- 5) Newly hired first line supervisory staff have been informed, by memo or email, of the requirements for Supervisory Certification and have been given assistance in registering for the coursework within 30 days of appointment.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date 10/01/06

Element No. 4 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: Improve Organizational Effectiveness, Responsiveness and Efficiencies
- SES/Organizational Goal: Improve Organizational Effectiveness, Responsiveness and Efficiencies

Critical Element and Objective

Business Acumen: Improves the Office of the Associate Director's ability to market HR programs, our value proposition, market differentiation, and ability to serve HR customers.

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

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) Employee communicates any revisions to HR programs or new HR programs through a variety of means (i.e., broadcast email, flyers, meetings, etc.) to MBDA Staff when changes occur.
- 2) Operational HR processes, procedures, and policy are revised using continuous process improvement techniques, methods and practices.
- 3) Best practices in the HR field are analyzed and applied to current processes that affect client service.

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) Email blasts to "All Hands" will generally occur within 48 hours of final HR programmatic changes that affect client base. Any follow up required is typically executed within 48 hours of the email.
- 2) Usually, new legislation in the federal HR sector is reviewed and analyzed for impact on operations and brought to the attention of management staff through email communication within 48 hours of receipt.
- 3) At least 2 Human Resource courses are taken and passed within the performance period.
- 4) At least one best practice is implemented within the performance period.
- 5) At least one policy, procedure, or process is upgraded using continuous process improvement during the rating cycle.

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	20		0
Office Operations	30		0
Human Capital	30		0
Business Acumen	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
Edith J. McCloud, Assoc. Dir. for Management			
Approving Official's Signature/Title			Date
Ronald N. Langston, National Director			
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 \$ 30 _____ (20 %) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date