

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: Administrative Technician Pay Plan, Series, Grade/Step: GS-0303-07

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

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 10/31/06	Element No. <u>1</u> of <u>4</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:** Customer Relationship Management/Customer Service
- SES/Organizational Goal:** To improve organizational effectiveness, efficiency and 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.) **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.

- 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.
- 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 10/31/06	Element No. 2 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 organizational and effectiveness, responsiveness and efficiencies.
- SES/Organizational Goal:** To improve organizational and effectiveness, responsiveness and efficiencies.

Critical Element and Objective

Effective Office Support: To provide clerical support to the SFNEC staff so as to ensure the effective and efficient accomplishment or organizational 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

35

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. Procurement activities with vendors, coordination of volunteers, and Award Gala Banquet set-up for the SFNEC Regional MEDWeek is provided.
2. Travel arrangement for EBLS students to the National MED Week are completed. Business Plans for EBLS are entered into the EBLS Business Plan.
3. Office personnel files are administered and maintained.
4. Support personnel are cross-trained resulting in the maintenance of a secondary resource for all administrative requirements.
5. Administrative portions of the the SFNEC Budget for 2007 are prepared and maintained in EZ Finance.

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.

Generally, vendors are paid accurately and by the deadline; the Award Gala Banquet logistics are usually completed on schedule. As the Regional Time Keeper, ensures that T&A records are generally updated daily. Required signatures on time sheets are typically obtained after each pay period and error reports and corrections to the system are executed within 3 work days. Most actions must be executed with minimal errors.

SFNEC administrative staff are typically trained on the T&A system and EZ Finance by the end of the 2nd and 4th quarter respectively. Employee is cross trained in updating the Resource Locator and the Opportunity Databases and be responsible for making entries weekly to these two systems by the end of the 3rd quarter.

Employee is cross trained in all processes pertaining to travel, i.e. working with SATO, producing Requests to initiate travel, travel orders, travel vouchers and maintenance of travel logs and employee travel files by the end of the 4th quarter. Documents produced for travel are generally within the DOC/MBDA guidelines.

Administrative portions of EZ finance application data entry are generally maintained to meet the standard guidelines in the OAFM Financial Management Handbook.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/31/06	Element No. 3 of 4
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Critical Element and Objective

Technical/Program Support: To provide technical/program support and assistance so as to accomplish assignments and Agency objectives in a timely manner.

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.

1. General office oversight facility and facility security support is provided for the San Francisco National Enterprise Center.
2. Regional and National advocacy and outreach initiatives are supported by technical administrative processes carried out by employee.
3. Funded Project Performance Reports are provided to maintain the current status of program goals accomplishments and shortfalls throughout the Region.
4. The Region's procurement actions comply with Federal procurement regulation and are within budgetary parameters.

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. Maintenance of proper up-to-date security records will be done at least quarterly.
2. Outreach material packets are complete in accordance with office procedures.
3. SFNEC Project Status Report is submitted to OBD every Friday morning, typically with few errors. Prepares an extended SFNEC status report every third Thursday of the month typically with few errors.
4. Procurement actions are generally prepared accurately, and adhere to requirements for diversity of service providers and ensure the utilization of certified GSA vendors. CD-235's are prepared typically with a minimum of errors, and transactions are recorded in the EZ finance system within one work day. Prepares and presents an up-to-date weekly Financial Obligation report to the Regional Director every Friday by noon.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date: 10/31/06	Element No.: 4 of 4
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Critical Element and Objective

Property Custodian (PC) Function
 Maintain all accountable personal property within the designated area.

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.

1. Ensures that personal property accountability is established for the custodial area resulting in effective MBDA property management. Reports for lost, damaged, or destroyed property are submitted to the Property Accountability Officer (PAO) for review and approval.
2. Ensures that for newly acquired property, bar codes are affixed to accountable and "sensitive" items and an acquisition document is completed and provided to the Property Office (PO) after approval resulting in effective MBDA property management.
3. Ensures that the appropriate Property Management Network member is notified if a division or office receives property directly from a vendor. A receiving report is completed for all accountable property acquisitions that are delivered to a division or office, which are not received and processed through the appropriate Property Management Network member resulting in effective MBDA property management.
4. Ensures that exit clearance procedures are monitored and enforced to ensure that all assigned property is appropriately accounted for resulting in effective MBDA property management.
5. Ensures that property passes are issued, filed and terminated to ensure that employees return property and are held appropriately accountable for issued property, as applicable resulting in effective MBDA property 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. Employee will ensure that their custodial area reports an inventory accuracy rate of at least 95 percent with no more than 5 percent of the property not found or missing. Any discrepancies found in the annual inventory report is reconciled within 30 calendar days of the inventory report.
2. Employee will ensure that Form CD-50, "Personal Property Control" or equivalent is submitted to the PO within 10 business days of receipt or transfer. When an employee no longer serves as the PC, ensure the employee receives a signature on the CD-50 or equivalent from the PO releasing the PC from accountability.
3. Employee will ensure that property passes are regularly monitored to renew or terminate existing passes where applicable.
4. Employee will ensure that across the custodial area, at least 95 percent of the property must be listed under current employees or contractors. Lost, stolen, damaged or destroyed property is reported in a security incident report within 2 business days of date of incident.

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
Effective Office Support	35		0
Technical/Program Support	25		0
Property Management	25		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