

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: _____

Position Title: Human Resources Specialist Pay Plan, Series, Grade/Step: GS-201-12-02

Organization: 1. ITA 3. OHRM
2. Admin 4. SHC

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
10/01/06Element 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:** ITA Goal: Achieve Organizational and Management Excellence
- SES/Organizational Goal:** Foster Excellent Relationships with Customers and Stakeholders

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 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.

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 10/01/06	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: Achieve Organizational and Management Excellence
- SES/Organizational Goal: Foster Excellent Relationships with Customers and Stakeholders

Critical Element and Objective

Diversity Reporting and Outreach
To meet Departmental reporting requirements and attend academic institutions to attract diverse candidates to ITA.

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.

Outreach for student programs is conducted to attract new employees to ITA and its serviced bureaus.

Outreach relationships with Minority Serving Institutions (MSIs) are established to build proactive business partnerships.

Departmental requests on diversity and EEO reporting such as the DVAAP, FEROP, HBCU, Hispanic Initiatives, etc. are submitted as requested by the Department.

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.

Outreach tasks and projects are usually conducted within established time frames set by the Department.

Reports are typically submitted within established deadlines.

Feedback from MSI's is usually judged to be positive based on clear feedback.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____

Date
10/01/06Element No. 3 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: Achieve Organizational and Management Excellence
- SES/Organizational Goal: Foster Excellent Relationships with Customers and Stakeholders

Critical Element and Objective

Strategic Program Management

Manages SHC development and training programs to effectively and efficiently provide services to ITA and Served Bureau 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.)

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.

ITA Quarterly Orientation Program is coordinated.

ITA Leadership Development Programs are managed.

Training needs for customers are contracted, negotiated (if applicable) and managed.

Competency Models for mission critical occupations are developed and implemented.

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.

Typically the ITA Quarterly Orientation Program is conducted on a quarterly basis, as needed.

Typically the majority of the evaluations from Leadership Programs participants rate the program as Agree or Strongly Agree on the evaluation scale.

Typically meets on a regular basis with COR to ensure appropriate contracts are completed and awarded by the procurement deadlines.

Competency Models are developed and implemented in accordance with established ITA procedures and deadlines.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date 10/01/06	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:** Achieve Organizational and Management Excellence
- SES/Organizational Goal:** Foster Excellent Relationships with Customers and Stakeholders

Critical Element and Objective

HR Processes Improvement Initiative

To analyze current HR systems for efficiency and effectiveness to ensure organizational excellence.

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.

Workflow processes are analyzed to consider further enhancement of systems.

Best practices on automation processes and reporting mechanisms are researched.

Change process and techniques are employed through collaboration with OHRM staff to achieve the best results.

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.

Research on best practices (benchmarking) is completed by the end of FY 2007, and usually reflects thorough analysis and recommendations are consistent with ITA goals and objectives.

Typically, work products meet specified deadlines, are factually accurate, contain few grammatical/typographical errors, and conform to ITA requirements.

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
Diversity Reporting and Outreach	15		0
Strategic Program Management	35		0
HR Processes Improvement Initiative	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