

CD-430
(10/05)

U.S. Department of Commerce

PERFORMANCE MANAGEMENT RECORD

Coverage	Bureau Appraisal Cycle	Appraisal Year
<input type="checkbox"/> General Schedule <input checked="" 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: Maintenance Mechanic Supervisor Pay Plan, Series, Grade/Step: WS-4749-17

Organization: 1. Department of Commerce 3. Chief Facilities Management Office

2. NIST 4. Plant Division (193.02)

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 _____	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:

Enhance effectiveness and efficiency of NIST staff by improving their well-being and reducing administrative requirements.

SES/Organizational Goal:

Ensures a high degree of responsiveness to organizational leadership, the public, and internal and external customers (i.e., external contacts, staff, bureaus, Department, customer agencies, taxpayers).

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 Plant Division 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 Plant Division and NIST 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 10 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.

Upon 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 _____	Element No. <u>2</u> of <u>4</u>
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- Management Integration Goal: Achieve Organizational and Management Excellence

Bureau Goal:

Enhance effectiveness and efficiency of NIST staff by improving their well-being and reducing administrative requirements.

SES/Organizational Goal:

President's Management Agenda. Achieve the objectives established by the President, the Secretary, the Deputy Secretary, and senior NIST management.

Critical Element and Objective

Leadership

To manage assigned programs and resources.

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.

Resources are managed to accomplish the Department's Strategic Goals and NIST, Plant Division objectives. Plant Division priorities are communicated to staff.

Employees are coached to realize their potential, using individual development plans and training programs to increase staff productivity.

Employee performance and recognition is managed through continuous feedback on performance, performance appraisals and awards, and resolution of performance deficiencies.

Employees are motivated to achieve high performance and to produce high quality products and materials.

Employment actions such as selections and promotions are managed, and are consistent with equal opportunity and diversity principles. Employee grievances and allegations of discrimination receive a prompt response with the goal of resolution at the lowest organizational level.

Office complies with legal and reporting obligations, the Privacy Act, and other applicable statutes, including the requirements of governmental and other suppliers of data to Plant Division to ensure the confidentiality of Personally Identifiable Information (PII).

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.

Staff is applied effectively to complete assignments and meet the responsibilities of the Office.

Office performance is consistent with Plant Division standards and performance plans/evaluations.

Staff is constantly being developed to meet changing requirements.

Performance plans and individual development plans are in place by November 30.

Mid-year progress reviews are conducted by April 30.

Performance appraisals and ratings are completed by October 31.

The Performance Management Tracking System is maintained and usually kept current to facilitate the bureau's completion of the Department's D-431 reporting deadlines.

PERFORMANCE PLAN AND APPRAISAL RECORD

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

Enhance effectiveness and efficiency of NIST staff by improving their well-being and reducing administrative requirements.

SES/Organizational Goal:

Effectively develops and executes OU operating plan consistent with NIST Strategic plan.

Critical Element and Objective

Operational Results

To plan, manage, direct, and deliver Shop functions and resources in a manner that is efficient, cost effective, safe, and responsive to the needs of the scientific community, support staff, and the NIST mission; and to maximize group output and efficiency.

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.

Work orders and PM's are assigned to Shop Supervisors.

Shop's progress on work orders is assessed for executability, capability, and capacity purposes.

Job site and personnel are supervised.

Customer satisfaction feedback is solicited.

Required paperwork (M-Slips, PM sheets, work orders, timecards, etc.) is completed.

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.

Work orders and PM's are generally completed according to design, code, PDI's and craft standards, and within the estimated time frame, resulting in fully operational and functional systems.

In-progress work orders and proposed newly assigned work orders are regularly assessed in consideration of budgetary needs, capability, and available personnel, and are discussed at the bi-weekly SCMMR meetings.

Job sites and working personnel are generally observed daily so that job site problems may be quickly resolved and to ensure that quality work is being performed in an efficient manner.

Generally within one week of the work being completed, customers are asked for feedback concerning their satisfaction. Consistently, this feedback will be shared with the Shops who performed the work to improve upon future delivery (quality, timeliness) of similar work.

Required paperwork (M-Slips, PM sheets, work orders, timecards, etc.) is generally complete with all the necessary information, and within the required time frames.

PERFORMANCE PLAN AND APPRAISAL RECORD

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

Enhance effectiveness and efficiency of NIST staff by improving their well-being and reducing administrative requirements.

SES/Organizational Goal:

Foster a safe and secure work environment for all employees with an on-going focus on safety, health and security issues.

Critical Element and Objective

Safety
To promote safe and healthful work practices and conditions in the Shop's work environment.

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.→	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.

- Employees are trained in safety related matters.
- Work is performed in a safe manner.
- A safe work environment is maintained.
- Unsafe work conditions and/or practices are corrected.

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.

The Supervisor typically finds that:

- Employees receive a minimum of four (4) hours of OSHA endorsed safety training. The employee oversees weekly toolbox meetings and monthly safety meetings that focus on relevant OSHA related safety topics.
- All new employees receive safety training and orientation to Shop safety policies and procedures within thirty (30) days of them starting at NIST.
- Job Hazard Analyses are conducted on work assignments.
- Unsafe working conditions and/or the improper use of Personal Protective Equipment (PPE) are corrected on the spot when able; otherwise, reports the incident to the Plant Division Safety Representative verbally within one (1) working day.
- The employee implements and follows up on recommended corrective actions coming from completed incident investigation review panel sessions.

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
1. Customer Service	20		0
2. Leadership	30		0
3. Operational Results	30		0
4. Safety	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)
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
John R. Bollinger, PE, Chief, Plant Division			
Approving Official's Signature/Title			Date
Robert F. Moore, Chief Facilities Management Officer			