

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: Plumbing Worker Pay Plan, Series, Grade/Step: WG-4206-7

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>3</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

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.

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.

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.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	Element No. <u>2</u> of <u>3</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:

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

Critical Element and Objective

Operational Results

To deliver Shop services 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 shop 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.) **Enter the weight for this element in the adjacent box.** →

Element Weight
40

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.

Plumbing systems and components are repaired.

Work status/progress and any problems that arise during the course of completing the work are communicated to the Supervisor/Working Leader.

Required tools and materials are present to complete the work and, if not, the Supervisor is made aware of the deficiencies.

Tools, equipment and excess materials are returned to storage.

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:

With assistance from senior mechanic, work on new or repaired plumbing systems and components is completed according to accepted codes, PDI's, shop policies, and craft standards, within the estimated time frame, so that the system is operational and functional.

With assistance from senior mechanic, work is completed according to the instructions contained in shop orders, PM instructions, design, work plans, blueprints, and schematics and within the estimated time frames.

Within two (2) days of job completion, M-Slips, PM sheets and work orders are accurately filled out to ensure job closure.

Tools and equipment are regularly maintained, clean, safe and properly stored.

The length of work delays and problems on the job site are minimized due to the employee bringing issues to the Supervisor/Work Leader's attention within one (1) work day.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____	Date _____	Element No. <u>3</u> of <u>3</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:

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.)

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.

- Employee is trained in safety related matters.
- Employee's work is performed in a safe manner.
- A safe work environment is maintained.
- Unsafe work conditions and/or practices are reported and/or 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:

- The employee receives a minimum of four (4) hours of OSHA endorsed safety training; and the employee applies OSHA related knowledge when discussing Job Hazard Analysis of work assignments in Shop safety meetings.
- Tools and equipment are assessed to ensure they are in proper working condition.
- The work area is safe and free of obstacles that could endanger self, others or property.
- The appropriate Personal Protective Equipment (PPE) and safe work procedures are utilized.
- The employee reports safety incidents, unsafe working conditions, and/or the improper use of PPE verbally to the Supervisor or to the Plant Division Safety Representative within one (1) work day.

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: (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	30		0
2. Operational Results	40		0
3. Safety	30		0
			0
			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? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date _____
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) <i>Appropriation Code</i> _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title Jeffrey W. Smith, Pipefitter/Supervisor (193.02)			Date _____
Approving Official's Signature/Title Thaddeus J. Tomalewski, Chief of Alterations and Maintenance Group (193.02)			Date _____