

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>10/01/06</u> To: <u>09/30/07</u>

Employee's Name: _____ SSN: _____

Position Title: Customer Service Specialist Pay Plan, Series, Grade/Step: GS-1101 - 11

Organization: 1. NTIS 3. Office of Sales
2. O/AD for Customer Services 4. _____

PERFORMANCE PLAN CERTIFICATION

This plan is an accurate statement of the work that will be the basis for the employee's performance appraisal.

57

27

07

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:

Promote progress by serving as the Federal Government's central means of making technical information perpetually and widely available.

SES/Organizational Goal:

Superior customer relationship management involving order receipt/entry, inquiry and complaint resolution, and product identification functions in the framework of a total quality and customer satisfaction approach.

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
Enter the weight for this element in the adjacent box. →	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.

- . Customer orders requiring special handling are accepted and recorded.
- . Discrepancies in pricing and availability are reviewed for correction and appropriate action.
- . Responses to customer inquiries for information or services comply with NTIS standards.
- . Customer inquiries are acknowledged, and customers are apprised of the status of the inquiry and when to expect resolution.

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.

- . Special handling orders are processed within 2 business days.
- . Discrepancies are processed within 1 business day.
- . Routinely responds to each customer request with factually accurate information that is consistent with NTIS and departmental guidance and policies, as well as other relevant program or technical documents.
- . 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.
- . Work products reflect consideration of customer issues and concerns.

PERFORMANCE PLAN AND APPRAISAL RECORD

Employee Name: _____ Date _____ Element No. 2 of 3

Cascaded Organizational Goals

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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
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Bureau Goal:

Promote progress by serving as the Federal Government's central means of making technical information perpetually and widely available

SES/Organizational Goal:

Superior customer relationship management involving order receipt/entry, inquiry and complaint resolution, and product identification functions in the framework of a total quality and customer satisfaction approach.

Critical Element and Objective

Bookstore Management

To effectively assist in the management of the NTIS Bookstore so as to achieve a positive public image and to promote an effectual sales and security 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

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.

- . NTIS bookstore is managed.
- . Departmental and agency security guidelines are followed with feedback to management and the NTIS Security Office when applicable.
- . Security badges are accounted for at the end of each business day.
- . NTIS product marketing and promotional material is selected for display.
- . The scheduling of the Bookstore daily activities and coverage is arranged.
- . Customer inquiries and complaints are handled.

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 NTIS bookstore is opened at 8:30 a.m., visitors are registered, and customer inquires are responded to in a professional manner.
- . Feedback to management and agency security officer provided verbally and in writing on an as-needed basis.
- . Security badges are counted and verified with the Visitor Log. Discrepancies are reported to management and agency security officer.
- . Marketing and promotional material are updated on a quarterly basis.
- . Activities and coverage are accounted for on a daily basis.
- . Typically, inquiries and complaints from customers are responded to in 1 business day or less.

PERFORMANCE PLAN AND APPRAISAL RECORD

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

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DOC Strategic Goals:

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SES/Organizational Goal:

Superior customer relationship management involving order receipt/entry, inquiry and complaint resolution, and product identification functions in the framework of a total quality and customer satisfaction approach.

Critical Element and Objective

Information Assistance
to provide customers and visitors with informational and directional assistance.

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.

- . NTIS products and services are identified using in-house tools - CISPUB, LONESTAR, ADSTAR, DIALOG, Government Research Center, and the NTIS web site.
- . Specific bibliographic information is provided to customers, including pricing.
- . Search assistance is provided to customers for locating products and services.
- . On an as needed basis, customer inquiries received via e-mail, fax, and mail are responded to.
- . Employee escorts are arranged for visitors to NTIS.
- . Work flow processes are developed and / or improved in response to customer inquiries and / or complaints.

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, search results are provided to customers in real-time or within 1 business day.
- . Generally, bibliographic information and pricing is provided to customers in real-time or within 1 business day.
- . Search assistance is provided in real-time or within 1 business day.
- . Usually, customer inquiries received via e-mail, fax, and mail are responded to within 1 business day.
- . Escorts are contacted immediately upon arrival of visitors to the Bookstore.
- . Typically changes to work processes are implemented or suggested within 3 business days of customer inquiry / complaint.

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
Customer Service	35		0
Bookstore Management	35		0
Information Assistance	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?	Date
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
PERFORMANCE RECOGNITION			
<input type="checkbox"/> Performance Award \$ _____ (%) Appropriation Code _____ <input type="checkbox"/> QSI (Level 5 Required)			
Rating Official's Signature/Title			Date
Approving Official's Signature/Title			Date