



**U.S. DEPARTMENT OF THE INTERIOR  
EMPLOYEE PERFORMANCE PLAN AND RESULTS REPORT**

Employee's Name:	Rating Period:
Title/Series/Grade:	Bureau/Office:
Duty Location:	Social Security No.:

<b>PART I. PERFORMANCE PLAN</b>	
CRITICAL RESULTS <i>(List no more than five)</i>	RESULTS (Enter: <i>Achieved or Not Achieved</i> )
A.	
B.	
C.	
D.	
E.	

**PERFORMANCE INDICATORS.** Appraisals should fairly reflect the overall performance of an employee. Performance indicators identify those characteristics (such as quality, teamwork, customer service) that are important to successful performance in each critical result. In appraising an employee's performance, the rating official will carefully review the performance indicators in assessing whether a particular critical result has been achieved by the employee.

Generally, an employee will not be rated as "Results Not Achieved" in the critical result to which a particular performance indicator applies where there is only one failure in that performance indicator. It follows, of course, that a repetition of failures in a single performance indicator can be the basis for a "Results Not Achieved" rating for the critical result if, in the rating official's judgment, the critical result was not met overall. There may be situations where a single, particularly significant failure to maintain the level of performance expected in a particular performance indicator could warrant a determination that the employee will receive a "Results Not Achieved" for the applicable critical result. A significant failure could include, for example, harm to persons or property, a loss of a great amount of money or resources, or a breach of security.

Indicate the applicable critical result by marking the appropriate letter(s).

**QUALITY**

**Apply to Critical Result(s):**

<p><b>Knowledge of Field or Profession:</b> <i>Generally</i> maintains and demonstrates technical competence and/or expertise in areas of assigned responsibility.</p>	<p>All A B C D E</p>
<p><b>Accuracy and Thoroughness of Work:</b> <i>Generally</i> plans, organizes, and executes work logically and anticipates and analyzes problems clearly and determines appropriate solutions. Work is <i>normally</i> correct and complete.</p>	<p>All A B C D E</p>
<p><b>Soundness of Judgment and Decisions:</b> <i>Generally</i> assesses tasks objectively and researches and documents assignments carefully, weighs alternative courses of action, considering long and short term implications, and makes and executes timely decisions.</p>	<p>All A B C D E</p>
<p><b>Effectiveness of Written Documents:</b> Written work is <i>routinely</i> clear, relevant, concise, well organized, grammatically correct, and appropriate to audience.</p>	<p>All A B C D E</p>
<p><b>Effectiveness of Communications:</b> Presentation <i>routinely</i> meets objectives, is persuasive, tactful, and appropriate to audience. <i>Generally</i> demonstrates attention, courtesy, and respect for other points of view.</p>	<p>All A B C D E</p>
<p><b>Timeliness of Meeting Deadlines:</b> <i>Generally</i> completes work in accordance with established deadlines.</p>	<p>All A B C D E</p>
<p><b>Effectiveness of Supervision:</b> <i>Generally</i> directs and coordinates activities of unit, assuring deadlines are met. <i>Routinely</i> coaches, counsels, develops, and utilizes staff effectively, demonstrating a commitment to the work force.</p>	<p>All A B C D E</p>
<p><b>Other (specify):</b></p>	

**TEAMWORK**

**Apply to Critical Result(s):**

<p><b>Participation:</b> <i>Generally</i> participates willingly in group activities, performing in a thorough and complete fashion. <i>Normally</i> communicates regularly with team members and seeks team consensus.</p>	<p>All A B C D E</p>
<p><b>Team Leadership:</b> <i>Generally</i> provides encouragement, guidance, and direction to team members as needed and adjusts style to fit situation.</p>	<p>All A B C D E</p>
<p><b>Cooperation:</b> <i>Generally</i> supports team initiatives, demonstrates respect for team members, accepts the views of others, and actively supports team decisions.</p>	<p>All A B C D E</p>
<p><b>Other (specify):</b></p>	<p>All A B C D E</p>

**CUSTOMER SERVICE**

**Apply Critical Result(s):**

<p><b>Quality of Service:</b> <i>Routinely</i> delivers high quality products and service to both external and internal customers and initiates and responds to suggestion for improving service.</p>	<p>All A B C D E</p>
<p><b>Timeliness of Service:</b> <i>Routinely</i> delivers quality products and service, in accordance with time schedules agreed upon with customer.</p>	<p>All A B C D E</p>
<p><b>Courtesy:</b> <i>Routinely</i> treats external and internal customers with courtesy and respect. <i>As a rule</i>, customer satisfaction is high priority.</p>	<p>All A B C D E</p>
<p><b>Other (specify):</b></p>	<p>All A B C D E</p>

<p><b>PART II. PROGRESS REVIEWS:</b> <i>Date of review and initials of employee and Rating Official (R.O.) <u>must</u> also be provided for each review. A summary of comments is optional unless results are not being achieved.</i></p>	<p><b>Date:</b> <b>Emp. Initials:</b> <b>R.O. Initials:</b></p>
	<p><b>Date:</b> <b>Emp. Initials:</b> <b>R.O. Initials:</b></p>

<p><b>PART III. SUMMARY RATING:</b> (Enter: <i>Achieved or Not Achieved</i> on this line) <b>RESULTS</b> <i>Space is provided to summarize the basis for rating given. A "Results Not Achieved" rating requires explanation; if more space is needed, provide additional comments as an attachment.</i></p>
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<p><b>PART IV. CERTIFICATION:</b> <i>(Employee's signature certifies review and discussion with the Rating Official. It does not necessarily mean that the employee concurs with the information on this form.)</i></p>	
<p>Performance Plan: <i>(Sign when plan is established)</i></p>	<p>Summary Rating: <i>(Sign when report is completed)</i></p>
<p>Employee: _____ Date: _____</p>	<p>Rating Official: _____ Date: _____</p>
<p>Rating Official: _____ Date: _____</p>	<p>Reviewing Official (required for summary of "Results Not Achieved") _____ Date: _____</p>
<p>Reviewing Official: (when required by Bureau Office) Date: _____</p>	<p>Employee: _____ Date: _____</p>

**Privacy Act Notice:** Chapter 43 of Title 5, U.S.C., authorizes collection of this information. The primary use of this information is by management and your servicing personnel office to issue and record your performance rating. Additional disclosures of this information may be: To MSPB, Office of Special Counsel, EEOC, the FLRA, or an arbitrator in connection with administrative proceedings; to the Department of Justice or other Federal agency, courts, or party to litigation when the Government is a party to or has an interest in the judicial or administrative proceeding; to a congressional office in response to an inquiry made on behalf of an individual; to the appropriate Federal, State, or local government agency investigating potential violations of civil or criminal law or regulation; and to Federal, State, local, and professional licensing boards in determining qualifications of individuals seeking to be licensed.

Collection of your Social Security Number is authorized by Executive Order 9397. Furnishing your Social Security Number is mandatory, failure to provide this information will prohibit data collection required by the Office of Personnel Management.

If your agency uses the information furnished on this form for purposes other than those indicated above, it may provide you with an additional statement reflecting those purposes.