



# ePerformance Tool

## Quick Reference Goal Writing

**Performance Plans are comprised of 2 types of performance expectations:**

1. Performance goals (with mission critical outcomes) that support the organization's strategic priorities (organizational goals). Three to five are recommended. These performance goals are the "what" you do to drive the organization forward that is outside day to day activities covered in the position description
2. Pre-determined core competencies based on grade, series, and supervisory level

### Core Competencies

**\*Note: the performance goals, considered collectively, comprise the Achieving Results competency**

1. Achieving Results (Performance Goals) } 60% of rating
2. Communication
3. Customer Service (except 1811 and 1896 series)
4. Teamwork and Cooperation
5. Technical Proficiency
6. Representing the Agency } 40% of rating
7. Assigning, Monitoring, and Evaluating Work
8. Leadership } 40% of rating

**\*Note: 7&8 are for supervisors only**

## Goal Criteria

1. Alignment	Each performance goal aligns to one or more organizational goals (strategic priorities)
2. Results-Focused Goals	Each performance goal provides for specific results/outcomes through critical actions
3. Measures/Targets	Each goal contains realistic measures (to track and evaluate success) and targets. Types of measures include: quality, quantity, timeliness, and cost effectiveness
4. Distinctive Levels of Performance	Each goal is written at 2 levels of performance: "Achieved Expectations" and "Achieved Excellence"
5. Balance	Individual plans include 3-5 goals that provide for balanced results. These results should be looked at from two perspectives: - Have the goals created any unintended consequences or outcomes? For example, will measuring outcomes using time as the measure compromise the quality? - Have the goals covered all the mission-critical areas or are there gaps that have not been addressed?

## CHECK

- ✓ Is this goal a "stretch goal" or a day to day activity covered in the position description?
- ✓ Does one of the other core competencies cover this goal? Note an employee should not be rated for the same activity more than once.
- ✓ Are the parameters of this goal within the employee's control?
- ✓ Were these goals communicated to the employee via discussion prior to being documented in the ePerformance Tool?
- ✓ Once drafted, were goals approved by reviewing official?



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**Goal Title:**

Reduce contract costs by minimizing hours spent on contract support tasks within Directorate.

**Achieved Expectations:**

- Track contract costs for two identified work streams; conduct gap analysis and recommend process improvements to manager by end of second quarter
- Conduct a pilot of streamlined work processes; analyze results and recommend revisions to manager by end of rating period

**Achieved Excellence**

- Track contract costs for four identified work streams; conduct gap analysis and recommend process improvements to manager by end of second quarter
- Conduct a pilot of streamlined work processes; revise instructions, procedures and manuals for the four work streams by end of rating period

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**Goal Title:**

Be a model of Human Capital Service Excellence

**Achieved Expectations:**

- Develop a service excellence program by September 29, 200X
- Establish a Center of Excellence for hiring services by December 31, 200X
- Deploy a strategy to increase employee use of available self-service tools by September 28, 200X

**Achieved Excellence:**

Achieves expectations and Plan developed through the use of customer focus group input; Plan includes metrics, service standards and best practices; emphasizes employee involvement, customer feedback and engagement, continuous use of engagement, continuous use of data to identify results and improvement needs, creative improvements and upgrades to HR processes; components have improvement plans in place by September 30, 200X

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**Goal Title:**

Oversees and is responsible for the maintenance of physical plant and facilities supporting RDT&E, IT&E, certification and operational testing. Initiates necessary work orders, repair orders, and contract actions to maintain the TSL in proper and safe working order and tracks the actions to completion

**Achieved Expectations:**

Actions are properly completed within the initial schedule 80% of the time and in accordance with regulations.

**Achieved Excellence:**

Actions are properly completed within the initial schedule 90% of the time and in accordance with regulations

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**Goal Title:**

Reduce risk by improving the inspections process.

**Achieved Expectations:**

Use established policies and procedures to identify tools and resources necessary to maintain current interdiction levels. Identify deficiencies in facilities that may impede inspections

**Achieved Excellence**

Utilize analytical tools to identify risk pathways and take action to mitigate the risk by increasing interdiction of contraband, narcotics, and other illegal articles. Recommend and implement solutions to provide necessary tools and correct facility deficiencies.