

**CHIEF OF NAVAL OPERATIONS
PERFORMANCE APPRAISAL FORM
GS 1-12**

PART I

1. PERIOD COVERED

2.

FROM: TO:

INTERIM APPRAISAL

RATING OF RECORD

3. NAME:(LAST, FIRST, MIDDLE INITIAL)

4. SSN:

5. POSITION TITLE/SERIES/GRADE

6. ORGANIZATION/CODE

7. RECORD OF REVIEWS AND FINAL APPRAISAL.

(Signature indicates that this step of the process has been completed. Must be signed and dated.)

(NOTE: Employee signature does not necessarily constitute agreement with the plan or rating.)

STANDARDS

PROGRESS REVIEW

RATING

	STANDARDS	PROGRESS REVIEW	RATING
IMMEDIATE SUPERVISOR			
SECOND LEVEL SUPERVISOR			
EMPLOYEE			

8. RATING OF RECORD OR INTERIM APPRAISAL.

ACCEPTABLE

UNACCEPTABLE

9. EMPLOYEE'S POSITION DESCRIPTION IS CURRENT AND ACCURATE?

YES

OR

NO

10. SUPERVISOR'S COMMENTS

**WORK PLAN (CRITICAL ELEMENT)
OBJECTIVES**

**NOT
MET MET EXC**

PART III

WORK PLAN RATING

Unacceptable
Minimally Successful
Fully Successful
Exceeds Fully Successful
Outstanding

_____ Failed to meet the majority of work plan objectives
 _____ Met the majority of work plan objectives
 _____ Met all work plan objectives
 _____ Exceeded the majority of work plan objectives
 _____ Exceeded all work plan objectives

COMMENTS

EMPLOYEE

**ELEMENTS AND PERFORMANCE STANDARDS
PART II**

Failure to attain acceptable level of performance in any portion of a standard will result in an unacceptable for the entire element. "U" marks require factual documentation.

ELEMENT 1. TECHNICAL COMPETENCE/PROGRAM MANAGEMENT

EAS AS U

Contributes to the operational effectiveness of the command by performing specific duties as contained in the position description and other duties as assigned.

ACCEPTABLE:

- o Executes work assignments, follows appropriate procedures, complies with applicable regulations and policies, meets assigned deadlines.
- o Meets accepted command standards with regard to work quality and quantity, completeness and accuracy, and consistency and timeliness.
- o Requires minimal supervision. Work independently on routine assignments, needs supervisory guidance primarily for unusual or complex situations.
- o Produces work that satisfies customer requirements and provides timely support.

Where applicable - Security and Acquisition element

ELEMENT 2. COMMUNICATIONS

EAS AS U

Promotes flow of information and understanding needed to operate command programs, achieve command missions, supports customer service, and facilitates personnel interactions.

ACCEPTABLE;

- o In written and oral communications, the employee expresses information clearly, completely, correctly, and in a timely manner.
- o Uses the chain-of-command to resolve problems, seeks assistance and clarifies work requirements.
- o The employee fully staffs work assignments with others when issues being addressed impact other work areas.
- o No more than two (2) valid customer complaints are reported within the rating cycle.

ELEMENT 3. CUSTOMER SERVICE

EAS AS U

Provides prompt, courteous and knowledgeable service to both internal and external customers.

ACCEPTABLE;

- o Knows the requirements of specific customer/markets.
- o Understands customer goals, strategies and processes to ensure customer focused decisions.
- o Maintains personal involvement with and seeks feedback from customers.
- o Keeps resources focused on responding to customer needs.
- o Strives for continuous work process improvement.
- o Applies Customer Satisfaction as the ultimate guide in decision-making.
- o Keeps supervisor informed of problems and potential problems.
- o Is polite and courteous to all customers at all times with no more than one(1) substantiated complaint in a 90 day period.