

For: FSA Employees

Customer and Employee Perspectives on Supervisor Performance Plans

Approved by: Deputy Administrator, Management



1 Supervisors' Performance Plans

A Background

Notice PM-2584, subparagraph 4 K required that performance plans for supervisors and managers **must** take into consideration customer and employee perspectives.

B Purpose

This notice provides the language to be used in all supervisory employee's FY 2007 performance plans to meet this requirement.

C Required Language

The following standards shall be inserted into the "Supervision" element of all supervisor's FY 2007 performance plans.

- Customer needs and expectations are identified and are considered when making decisions, identifying solutions, and resolving conflicts.
- Internal and external customers' requirements and expectations for high quality products or results are met with almost no exceptions.
- Employee's written feedback is solicited to develop individual performance plans that support the goals and objectives of the agency.
- Employee feedback accepted by the Rating Official is written into the performance plan at the beginning of the performance cycle.

Disposal Date	Distribution
November 1, 2008	All FSA employees; State Offices relay to County Offices

Notice PM-2589

1 Supervisors' Performance Plans (Continued)

D Contact Information

If there are any questions about this notice, supervisors may contact the appropriate servicing personnel office according to the following table.

IF the supervisor is located in...	THEN contact...
the National Office	Employee Programs Branch, HRD at 202-401-0679, 202-401-0694, or TTY at 202-205-9057.
1 of the following: <ul style="list-style-type: none">• APFO• Kansas City• St. Louis• State Office	KCHRO, Human Capital Management Section at 816-926-1630 or TTY at 800-735-2966.
a County Office	the State Office.