

CD10-OWI-007

Revision A

EFFECTIVE DATE: July 12, 2000

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# ORGANIZATIONAL ISSUANCE

CD10

## EMPLOYEE PERFORMANCE COMMUNICATION SYSTEM

APPROVING  
AUTHORITY

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
Danny R. Hightower	Manager	CD10	07/12/00

CHECK THE MASTER LIST—  
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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**DOCUMENT HISTORY LOG**

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline	NA	09/30/99	Baseline
Revision	A	07/12/00	Records paragraph revised and expanded
		05/28/03	Document Review
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**1. PURPOSE**

This Organizational Work Instruction establishes Human Resources Department (HRD) policy for administering the NASA Employee Performance Communication System (EPCS).

**2. APPLICABILITY**

This Organizational Instruction is applicable to functions performed by HRD relative to the administration of EPCS.

**3. APPLICABLE DOCUMENTS**

NPG 3430.1, NASA Employee Performance Communication System (EPCS)  
 5 Code of Federal Regulations (C.F.R.)293, Performance File System Records  
 5 Code of Federal Regulations (C.F.R.)430, Performance Management

**4. DEFINITIONS**

HRD - Human Resources Department

EPCS - Employee Performance Communication System

C.F.R. - Code of Federal Regulations

**5. INSTRUCTIONS**

The NASA EPCS will be administered by the Human Resources Department in accordance with 5 C.F.R. 430 and the instructions contained in NPG 3430.1 and 5 C.F.R. 293.

**6. NOTES**

None

**7. SAFETY PRECAUTIONS AND WARNING NOTES**

None

**8. APPENDICES, DATA, REPORTS, AND FORMS**

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EPCS evaluations must be recorded on MSFC Form 4282 (Appendix A).

## 9. RECORDS

Record Type: Employee Performance Files

Responsible Party: HRD Manager

Location: HRD File Room  
 Building 4200  
 Room 334

Records Retention Schedule: Employee performance files will be established, maintained and disposed of in accordance with the instructions contained in 5 C.F.R. 293 Subpart D, Employee Performance Communication System of Records.

## 10. TOOLS, EQUIPMENT, AND MATERIALS

None

## 11. PERSONNEL TRAINING AND CERTIFICATION

None

## 12. FLOW DIAGRAM

None

# NASA Employee Performance Communication System (EPCS)

Attachment A

## EMPLOYEE INFORMATION

NAME:

ORG:

RATING PERIOD:

TITLE/SERIES/GRADE:

## OVERALL NARRATIVE SUMMARY *(Mandatory)*

## FINAL RATING *(Check one)*

MEETS EXPECTATIONS

FAILS TO MEET EXPECTATIONS\*

RATING OFFICIAL SIGNATURE/DATE:

REVIEWING OFFICIAL SIGNATURE/DATE: *\*Required for "Fails to Meet Expectations":*

### ACKNOWLEDGMENT

*My signature on this form does not imply agreement or disagreement with the rating received.*

EMPLOYEE SIGNATURE/DATE:



NAME:	ORG. CODE:
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**SECTION II - Generic Elements/Standards (These apply to all positions)**

**Meets Expectations Standard** - To meet the *Meets Expectations* standard for an element, all of the bullets listed for the element must be present or occur.

		<p><b>1. Safety</b>  <u>The supervisor is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• The employee's work habits conform to established safety and occupational health standards, rules, and regulations.</li> <li>• The employee will report to the supervisor conditions and practices that appear to be unsafe.</li> <li>• The employee will assist the supervisor in taking corrective action on unsafe conditions.</li> <li>• The employee will participate in safety audits as directed.</li> <li>• The employee exhibits understanding of and applies current Job Hazard Analysis (JHA).</li> </ul>		
		<p><b>2. Customer Service</b>  <u>The supervisor is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Service provided by the employee to internal and external customers is of professional quality, is responsive to their needs, and is rarely returned for substantial revision.</li> <li>• Assignments are completed on or before the assigned deadline.</li> <li>• Work is complete and complies with established policies and procedures; major revisions are rarely necessary.</li> </ul>		
		<p><b>3. Communication</b>  <u>The supervisor is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• The employee communicates clearly, courteously, and effectively with supervisors, co-workers, and customers.</li> <li>• The employee responds to supervisors, customers, and co-workers with the most accurate and complete information available.</li> </ul>		
		<p><b>4. Teamwork</b>  <u>The supervisor is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Interpersonal behavior towards supervisors, co-workers, and customers quickly resolves conflicts, enhances cooperation, promotes the attainment of work objectives, and poses no significant problems.</li> </ul>		
		<p><b>5. Problem Solving</b>  <u>The supervisor is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Normal problems are anticipated, brought to the supervisor's attention as appropriate, and solved independently.</li> </ul>		

**SECTION III - Supervisory Positions Only**

**Meets Expectations Standard** - To meet the *Meets Expectations* standard for an element, all of the bullets listed for the element must be present or occur.

		<p><b>1. Safety</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Monthly safety facility inspections and audits of employees are conducted.</li> <li>• Employees under his/her supervision conform to applicable occupational health and safety standards, rules, and regulations.</li> <li>• Unsafe procedures and conditions are identified and expeditiously corrected.</li> <li>• Each direct report participates in at least one employee safety audit annually.</li> <li>• Employees under his/her supervision have current Job Hazard Analysis (JHAs) that are being applied.</li> </ul>		
		<p><b>2. Human Resources Management</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Training requirements of subordinates are met.</li> <li>• Discipline is provided fairly and consistently.</li> <li>• Individual and cultural differences are recognized and diversity is appreciated and valued.</li> <li>• Subordinates are treated with dignity and respect.</li> <li>• Selections and promotions are based upon merit.</li> <li>• Deserving employees receive rewards for good performance.</li> </ul>		
		<p><b>3. Program/Project Management</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Program/Project plans are realistic and responsive to organizational needs.</li> <li>• Organizational objectives are met within the agreed-upon time frames and by agreed-upon deadlines.</li> </ul>		
		<p><b>4. Continual Improvement</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Steps are periodically taken to improve organizational processes and reduce paperwork and that the value of the improvements exceeds the cost of implementation.</li> </ul>		
		<p><b>5. Financial Responsibility</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Decisions are financially prudent and reflect consideration of cost to the Government.</li> <li>• The cost impact of decisions is identified and evaluated based upon the most accurate and complete information available.</li> </ul>		
		<p><b>6. Information Dissemination</b>  <u>The manager is routinely satisfied that:</u></p> <ul style="list-style-type: none"> <li>• Subordinates understand the organization's goals and how their performance affects these goals.</li> <li>• Subordinates understand how they are performing against their goals.</li> </ul>		

<b>PLANNING DISCUSSION</b>	<b>PROGRESS REVIEW</b>
SUPERVISOR SIGNATURE/DATE:	SUPERVISOR INITIALS/DATE:
EMPLOYEE SIGNATURE:	EMPLOYEE INITIALS/DATE: