

## Job Aid

### Performance Appraisal Quality Levels

Users: Pay Pool Panel Members, Supervisors/Managers, Employees and HR Professionals

The following tables can also be found in the AcqDemo Operating Guide, Chapter 6, paragraph 6.9, *Performance Appraisal Quality Level Criteria (PAQL)*.

**Table 5: Performance Appraisal Quality Levels**

Performance Appraisal Level	Performance Appraisal Quality Level Criteria
<b>Level 5 – Outstanding</b>	An employee’s quality of performance exhibited in achieving his/her contribution results substantially and consistently surpasses the factor-specific expected contribution criteria and the employee’s contribution plan goals and objectives.
<b>Level 3 – Fully Successful</b>	An employee’s performance consistently achieves, and sometimes exceeds, the factor-specific expected contribution criteria and his/her contribution plan goals and objectives.
<b>Level 1 – Unacceptable</b>	An employee’s performance fails to meet the expected contribution criteria and the required results for the goals and objectives set forth in his/her contribution plan for the appraisal cycle.

The AcqDemo Ops Guide 6.9.2 states, “A participating organization may supplement the PAQL criteria (see Table 5) in local business rules with additional standards that identify milestones, production, due dates, or other measureable aspects of success contributing to the accomplishment of the goals and objectives necessary to meet an organization’s mission and are achievable during the appraisal cycle.”

An example of local business rules with additional standards is shown at the end of this job aid.

**Table 6: Performance Appraisal Quality Rating Criteria**

Rating of Record	Rating Criteria
<b>Level 5 – Outstanding</b>	The average score of the three appraisal levels is 4.3 or greater, with no contribution factor being rated a “1” (Unacceptable), resulting in a rating of record that is a “5”.
<b>Level 3 – Fully Successful</b>	The average score of the three appraisal levels is less than 4.3, with no contribution factor being rated a “1” (Unacceptable), resulting in a rating of record that is a “3”.
<b>Level 1 – Unacceptable</b>	Any contribution factor rated as “1”.

The Performance Appraisal Quality Level (PAQL) ratings will be based on the employee’s performance against the Expected Contribution Criteria. The AcqDemo utilizes baseline Expected Contribution Criteria prepared for each of the three factors (see below and the Operating Guide, Chapter 6, Appendix B – Expected Contribution Criteria, Factor Descriptors, Discriminators, and Point Ranges). These criteria are applicable to all contributions at all broadband levels under the appropriate factor. The criteria form the basis from which specific contribution and performance expectations, standards, goals, or objectives

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are developed for an employee's contribution plan for the classification level of work in the employee's position. These criteria may only be modified by the DoD AcqDemo Program Office.

Expected Contribution Criteria		
Job Achievement and/or Innovation	Communication and/or Teamwork	Mission Support
<p>Produces desired results, in the needed timeframe, with the appropriate level of supervision through the use of appropriate knowledge, skills, abilities, and understanding of the technical requirements of the job. Achieves, demonstrates, and maintains the appropriate qualifications necessary to assume and execute key acquisition and/or support requirements. Demonstrates skilled critical thinking in identifying, analyzing, and solving complex issues, as appropriate. Takes and displays personal accountability in leading, overseeing, guiding, and/or managing programs and projects within assigned areas of responsibility.</p> <p>Work is timely, efficient and of acceptable quality. Completed work meets project/program objectives. Leadership and/or supervision effectively promotes commitment to organization goals. Flexibility, adaptability, and decisiveness are exercised appropriately.</p> <p>For Supervisors (as appropriate): Recruits, develops, motivates, and retains quality team members in accordance with EEO/AA and Merit System Principles. Takes timely/appropriate personnel actions, communicates mission and organizational goals; by example, creates a positive, safe, and challenging work environment; distributes work and empowers team members.</p>	<p>Effectively communicates, verbally and in writing, as needed to coordinate work and keep chain-of-command, coworkers, and customers informed of work-related issues, developments, and statuses. Actively seeks and promotes diverse ideas and inputs. Works well with and in groups, and with others to accomplish mission requirements.</p> <p>Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at the appropriate level. Personal and organizational interactions exhibit and foster teamwork. Flexibility, adaptability, and decisiveness are exercised appropriately.</p>	<p>Possesses an operational understanding of organizational goals and priorities and fully complies with administrative policies, regulations, and procedures when performing job operations. Works with customers to develop a mutual understanding of their requirements. Probes for detail, as appropriate, and pays attention to crucial details of needs or requests. Monitors and influences cost parameters of work, tasks, and projects, ensuring an optimum balance between cost and value. Establishes priorities that reflect mission and organizational needs.</p> <p>Work is timely, efficient, and of acceptable quality. Completed work meets project/program objectives. Personal and organizational interactions enhance customer relations and actively promote rapport with customers. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately.</p>

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In CAS2Net, the Annual Appraisal allows the supervisor to document the annual assessment, recommended categorical scores, numerical scores, and Performance Appraisal Quality Levels (PAQLs) for each of the three CCAS contribution factors.

### Example of Local Business Rules

Less Than Expected Contribution Range	<u>Within</u> Expected Contribution Range			Greater Than Expected Contribution Range	
Over-Compensated Region Above the Upper Rail	Appropriately Compensated Region Between the Upper and Lower Rails			Under-Compensated Region Below the Lower Rail	
Score <u>Less Than</u> Expected Contribution Range Over-Compensated Region	Score <u>Within</u> Expected Contribution Range <u>But Less Than</u> Expected OCS	Score <u>at</u> Expected Overall Contribution Score	Score <u>Within</u> Expected Contribution Range <u>But Greater Than</u> Expected OCS	Score <u>Greater Than</u> Expected Contribution Range	Very High Scores NH 105, 110, 115 NJ 87, 91, 95 NK 64, 67, 70
Contributions <u>less than</u> current salary level and/or value of the position	Contributions warrant compensation consistent with value of the position but a smaller compensation because...	Contributions warrant compensation consistent with value of the position	Contributions warrant compensation consistent with value of the position but a larger compensation	Contributions <u>greater than</u> current salary level and warrant compensation consistent with value of the position	Contributions <u>greater than</u> career path highest broadband level
Objectives stated results/impacts/benefits not achieved (failed contributions after intervention and documented by supervisor in CAS2Net mid-point/closeout/additional feedback and/or other written documentation shared with the employee)	The employee's performance achieved stated results /impacts /benefits for project /program/ tasks/objectives with more than expected guidance / assistance / supervision and/or	The employee's performance <u>consistently</u> achieved and sometimes exceeded the factor-specific expected contribution criteria and his/her contribution plan goals and objectives. (PAQL – 3 Fully Successful)			
	The employee's performance achieved stated results / impacts /benefits for project/program/ tasks/objectives is occasionally untimely and/or inaccurate	The employee's quality of performance exhibited in achieving his/her contribution results <u>substantially and consistently</u> surpassed the factor-specific expected contribution criteria and his/her contribution plan goals and objectives. (PAQL – 5 Outstanding)			
PAQL 1 Unacceptable	PAQL 3 Fully Successful	PAQL 3 Fully Successful	or	PAQL 5 Outstanding	PAQL 5 Outstanding