

## **PFP Process Overview**

*The PFP process includes four main phases:*

Objective Setting  
Mid-Year Accomplishments/Review  
End-of-Year Accomplishments/Evaluation  
Rating Assignment

*In addition to these phases, the program also includes other processes that employees may encounter if they are new to the program, if change PFP positions, or if they are involved with any of the recourse processes associated with PFP:*

Manage Profile, Beginning of Evaluation Period  
Manage Profile, End-of-Position  
Rating Recourse [Text-Only Version]

### **Objective Setting** [[Process Overview Diagram](#) | [Text-Only Version](#) ]

At the beginning of the evaluation period, an evaluator holds an interactive discussion with an employee about the employee's goals for the year. This meeting ensures that the employee is aware of the unit and corporate performance indicators—as well as individual performance objectives (core requirements)—that he or she will be evaluated against for the upcoming year.

Unit and corporate performance indicators are established and measured in the National Performance Assessment (NPA) system. These indicators are aligned to improve customer service, generate revenue, manage costs and enhance a performance-based culture.

Core requirements provide a mechanism for employees to identify their personal contributions to unit and corporate success. Employees must define specific target outcomes for each core requirement and document their performance in PES.

### **Mid-Year Accomplishments/Review** [[Process Overview Diagram](#) | [Text-Only Version](#)]

During this phase, an employee uses PES to record his/her accomplishments through the mid-year point of the evaluation period. His/her evaluator reviews these accomplishments and schedules a one-on-one meeting with the employee to review progress toward targets. The evaluator records the date of this discussion, along with comments about the employee's progress, in PES.

### **End-of-Year Accomplishments/Evaluation** [[Process Overview Diagram](#) | [Text-Only Version](#)]

During this phase, an employee uses PES to record his/her accomplishments through the end of the evaluation period. His/her evaluator reviews these accomplishments and schedules a one-on-one meeting with the employee to review overall progress toward targets. The evaluator records the date of this discussion, along with comments about the employee's progress, in PES.

### **Rating Assignment** [[Process Overview Diagram](#) | [Text-Only Version](#) ]

An evaluator assigns core requirements ratings to an employee during this phase. (For EAS employees, these ratings are then combined with NPA scores in order to generate overall

performance ratings.) An employee's overall performance rating is then used to determine his or her compensation for the following year.

### **Manage Profile, Beginning of Evaluation Period**

[[Process Overview Diagram](#) | [Text-Only Version](#) ]

Employees who are new to the program or who are accessing PES for the first time will be guided through the process of setting up their profile in the system.

### **Manage Profile, End-of-Position** [[Process Overview Diagram](#) | [Text-Only Version](#) ]

The Manage Profile module includes features that support employees who have changed PFP positions or whose evaluators have changed since the beginning of the evaluation period. These features enable employees to change their objectives (when necessary) and enable evaluators to react and provide interim narrative performance reviews or interim numeric ratings, as appropriate.

### **Rating Recourse** [[Process Overview Diagram](#)]

Once ratings have been published, employees will have the opportunity to seek recourse if they feel that the ratings assigned do not clearly reflect their performance. This recourse process does not occur within PES, rather the employee must submit his or her concerns on paper to their evaluator. The evaluator and any required higher level reviews must review the employee's concerns and make a decision.