

NORTH CAROLINA DEPARTMENT OF COMMERCE		POLICY # HR 21
Title: Performance Management Program		
Effective Date: October, 1999	Administering Authority: Human Resources Dir.	
Revisions:		
Statutory Authority (if applicable): G.S. 126		

Purpose: To maintain an operating Performance Management Program (PMP) which adheres to State Personnel Commission policy and guidelines.

Policy:

It is the policy of the Department of Commerce to initiate and maintain an operating Performance Management Program (PMP) which adheres to State Personnel Commission policy and guidelines. This system is based on the importance of managing each individual's work and continuous communication between employees and their supervisors. It ensures that all employees:

- are aware of what is expected of them,
- are provided with continuous feedback about their performance,
- are provided with opportunities for education, training and development, and
- are rewarded in a fair and equitable manner.

The DOC program for managing performance is two-fold:

- establishing, monitoring, and evaluating organizational goals, and
- establishing individual expectations, monitoring progress, and appraising performance.

The first is mandated under N.C.G.S. Section 143A-17 and N.C.G.S. Section 143B-10(h). This policy addresses the second. They should operate in tandem. Once organizational goals are established and communicated, individual expectations are set based on these goals so that each employee can understand and relate assigned duties to organizational missions and goals.

It is also a provision of this policy that one of the functions included in each supervisor's and Division Director's performance appraisal is managing and reviewing the consistency of performance evaluation of subordinates in accordance with the Department of Commerce's performance management system.

It is the Department of Commerce's policy that all new employees shall have a work plan established and in place within 30 days of their beginning employment date, and no later than 60 days from beginning date of employment. It shall be the responsibility of the supervisor to develop a workplan for any new employee and insure that the employee has a copy their workplan.

Failure to adhere to, or inconsistent application of policy requirement provisions and guidelines, may result in sanctions against Division Directors and Supervisors. These sanctions may include withholding performance increase funds or other actions including dismissal.

Performance appraisals shall be used to consider staffing, discipline, training, and development. Also, performance appraisal information is one consideration in making other personnel decisions such as promotions, all performance-based disciplinary actions, and reductions in force. The annual performance appraisal form will be used to award performance pay as available.

The Department of Commerce's performance management program is a three-step process:

- 1 determining and setting expectations;
- 2 holding the interim review; and
- 3 conducting the performance appraisal.

This process is described in detail in the State Personnel Manual as referenced.