Welcome to NOAA! One of the first things you’ll do as a new employee is meet with your supervisor to discuss expectations for your performance in your new position. Fortunately, there are many tools and resources to assist you and your supervisor so that you have the ability to perform at your very best.

Performance Management at NOAA
Performance Management is the process used to communicate expectations, evaluate employee performance, foster accountability for results, identify and address employee developmental needs, recognize individual accomplishments, and improve unacceptable performance. At NOAA, there are three Performance Management systems. There are some similarities, but also some big differences, so it’s important to know which system you are under.

1. **Commerce Alternative Personnel System (CAPS)** – CAPS is a pay-banded, pay-for-performance personnel system that covers just over 50 percent of the NOAA workforce. The system combines a two-level rating with a 100-point scoring system to determine annual pay increases and bonuses based on employee contributions to mission. If you are covered by CAPS, your pay plan will be listed as ZP, ZT, ZA, or ZS.

2. **General Workforce Performance Appraisal System (GWPAS)** – GWPAS is a two-level appraisal system covering about 30% of the NOAA workforce. Employees covered by GWPAS are typically in bargaining unit positions.

3. **Commerce Five-Level Performance Management System** – The Five-Level System covers approximately 16 percent of the NOAA workforce including General Schedule (GS) and Federal Wage System (FWS) employees.

Why is Performance Management Important?
Numerous studies have shown the important of Performance Management best practices to organizational success. A 2002 Corporate Leadership Council study, *Building the High-Performance Workforce*, analyzed the effectiveness of various Performance Management strategies by surveying almost 20,000 employees and managers on individual performance as well as on several attitudes that drive performance.

The results are clear - when employees understand what their supervisors expect, when supervisors give frequent informal feedback, when strong upward and downward communication is emphasized, and when good performers are recognized and action is taken against poor performers, discretionary effort, organizational commitment, and team strength all increase substantially.