



UNITED STATES DEPARTMENT OF COMMERCE
Chief Financial Officer and
Assistant Secretary for Administration
Washington, D.C. 20230

26 Jul 2021

MEMORANDUM FOR: Principal Human Resources Managers

FROM: Paula Patrick *Paula E. Patrick*
Acting Director for Human Resources Management and
Chief Human Capital Officer

SUBJECT: Revised Mandatory Critical Customer Service
and Leadership/Management Elements in
Fiscal Year 2022 Performance Plans

The Office of Human Resources Management has finalized updates to the Department of Commerce (DOC) Performance Management (PM) Handbook, which include new and updated performance language in [Chapter 5](#) to the Mandatory Critical Elements.

In accordance with the DOC PM Handbook, this memorandum serves to notify DOC bureaus and operating units of the revised Customer Service critical element for all General Schedule (GS) employees and the revised Leadership/Management critical element for all GS supervisors – for Fiscal Year (FY) 2022 performance plans and beyond. Specifically, the revisions update standardized performance management language to integrate greater collaboration, partnerships, and employee engagement within these two mandatory critical performance elements.

The attached Customer Service and Leadership/Management performance elements and standards must be issued in Fiscal Year (FY) 2022 performance plans to GS non-bargaining unit employees no later than November 30, 2021, and to GS bargaining unit employees after the bureaus satisfy any labor-management relations' obligations they may have on this matter.

Also attached for your reference are side-by-side comparisons of the current (FY 2021) and new (FY 2022) Customer Service and Leadership/Management performance elements.

Please disseminate the attachments to your serviced clients for issuance in GS employees' FY 2022 performance plans.

If you have any questions, please contact David Logan of my staff at 202-482-3795, or via email at DLogan@doc.gov.

Attachments