

# IPM

## Individual Performance Management

*Ref: Article 95 of the NATCA/FAA 2016 CBA, JO 3400.20. Additional requirements regarding SET and OSAs to the ATSAP process can be found in Article 64 and JO 7200.20*

**The administration of IPM is not based on a single snapshot, event, or reported occurrence, but is an on-going assessment of overall observed employee performance.**

### IPM PROCESS:

- 1. Observing and Identifying Performance:** Supervisors may observe performance while directly monitoring voice communications if such monitoring is a normal part of general supervision. Direct technical assessments of employee performance (IPM OSA) are not to be used as a method to initially identify performance issues.
- 2. Discussing Performance:** Performance discussions must be conducted by an employee's immediate supervisor. These discussions must take place away from the operation within 10 days of the actual performance and where available, radar and voice replays must be provided for the supervisor and employee to review together.
- 3. Documenting Performance:** Determining whether to document observed performance resides solely with an employee's immediate supervisor. (Refer to the PRoC "short sheet" for further information.)
- 4. IPM OSA:** Supervisors may only conduct IPM OSAs after first identifying and documenting an ongoing performance issue through general supervision. There must be supporting documentation regarding the same or similar performance issue(s) before management can conduct an IPM OSA.
- 5. Training:** When training is assigned, the specific performance deficiency should be identified, and be supported with documentation of previous discussions to correct the deficiency. Assigned training must be directly related to the identified deficiency, and include the expected outcomes resulting from successful training assignment completion.

### KEY POINTS:

- QC OSAs are a method of systemic data collection and may not be used to trigger IPM.
- QC activities must not generate or be used as a source of IPM follow-up activities, and are not to be attributed to an individual employee.
- IPM process procedures and policies that utilize direct employee (identified) observation as a foundation are not in compliance with the Orders and CBA.
- When justification for the assignment of SET (Skill Enhancement Training) includes safety events and/or problems accepted into ATSAP, the facility must submit any SET and IPM OSA proposals to the ATSAP ERC for approval.

**Email your questions to [qaqc@natca.net](mailto:qaqc@natca.net)**