



United States
Consumer Product Safety Commission

Agency Performance Report

FISCAL YEAR 2025 | APRIL 2026



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About this Report

This document is the U.S. Consumer Product Safety Commission's (CPSC) Fiscal Year (FY) 2025 Annual Performance Report (APR). An electronic version of this report is available on the agency's website at: www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget.

The FY 2025 APR satisfies the annual performance reporting requirements of the Government Performance and Results Act Modernization Act of 2010 (GPRAMA), as well as the Office of Management and Budget (OMB) Circular No. A-11 (*Preparation, Submission, and Execution of the Budget*).

CPSC staff prepared this FY 2025 APR. It provides information on results achieved by CPSC programs during FY 2025 and progress made toward performance targets established for key performance measures. The performance measures address progress toward Strategic Goals and Strategic Objectives contained in CPSC's former Strategic Plan (2023 – 2026), which was in effect for FY 2025 and has been superseded by CPSC's new 2026 – 2030 Strategic Plan (currently pending OMB approval).

Agency Overview

CPSC was created by Congress in 1972 through the Consumer Product Safety Act (CPSA). In addition to the CPSA, as amended by the Consumer Product Safety Improvement Act of 2008 (CPSIA) and Pub. L. No. 112-28, CPSC administers these other laws, in chronological order: Flammable Fabrics Act; Refrigerator Safety Act; Federal Hazardous Substances Act; Poison Prevention Packaging Act; Labeling of Hazardous Art Materials Act; Child Safety Protection Act; Virginia Graeme Baker Pool and Spa Safety Act (VBG Act); Children's Gasoline Burn Prevention Act; Drywall Safety Act; Child Nicotine Poisoning Prevention Act; Portable Fuel Container Safety Act of 2020; Nicholas and Zachary Burt Memorial Carbon Monoxide Poisoning Prevention Act of 2022; Safe Sleep for Babies Act of 2021; Reese's Law (Pub. L. No. 117-171); imitation firearms provisions of Pub. L. Nos. 100-615 and 117-167; and the Stop Tip-overs of Unstable, Risky Dressers on Youth (STURDY) requirements of Pub. L. No. 117-328 (Division BB, Title II).

CPSC has jurisdiction over thousands of types of consumer products used in and around homes and schools, in recreation, or in other settings. Although CPSC's purview is quite broad, several product categories fall outside CPSC's jurisdiction. Categories of products regulated by other federal agencies include automobiles, planes, and boats; alcohol, tobacco, and firearms; foods, drugs, cosmetics, and medical devices; and pesticides.

Mission Statement & CPSC Key Performance Measures: FY 2025 Results Summary

The mission statement of the 2023 – 2026 Strategic Plan was “Protecting the public from hazardous consumer products,” and each of the four Strategic Goals was supported by Strategic Objectives. CPSC works to reduce consumer product-related injuries and deaths by using analysis, standards development, enforcement, and education to identify and address product safety hazards that may cause injury. This section lists the suite of FY 2025 performance measures with annual targets that were used to monitor progress toward the Strategic Objectives and Strategic Goals listed in the prior 2023 – 2026 Strategic Plan.

Strategic Goal 1: Prevent <i>Prevent hazardous products from reaching consumers</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2025 Target		
		2021	2022	2023	2024	2025	2025 Target	Target met?	
SO 1.1 Improve identification and timely assessment of hazards to consumers	Risk Reduction	2025KM1.1.1 Number of hazard characterization annual reports completed on consumer product-related fatalities, injuries, and/or losses for specific hazards	11	12	13	11	10	10	✓
		2025KM1.1.2 Percentage of consumer product-related injury cases correctly captured at NEISS hospitals	91%	91%	94%	92%	94%	90%	✓
SO 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards	Risk Reduction	2025KM1.2.1 Number of voluntary standards activities in which CPSC staff participated that result in a revised standard that reduces the risk of injury associated with products covered by the standard	--	--	23	26	21	20	✓
		2025KM1.2.2 Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration	13	21	30	21	12	24	✗
	2025KM1.2.3 Percentage of firms that are engaged with a timely establishment inspection after being identified as a repeat offender	Import	100%	100%	100%	100%	100%	83%	✓
SO 1.3 Increase capability to identify and stop imported hazardous consumer products	Import	2025KM1.3.1 Percentage of consumer product imports, identified as high-risk, examined at import	82%	90%	90%	92%	91%	85%	✓
		2025KM1.3.2 Percentage of import shipments processed through the RAM system that are cleared within 1 business day	99.8%	99.8%	99.7%	99.8%	99.9%	99%	✓
		2025KM1.3.3 Number of import examinations completed	36,375	62,859	48,797 ¹	51,893	54,235	38,500	✓
		2025KM1.3.4 Number of <i>de minimis</i> shipment examinations completed	--	--	17,806	13,966	12,883	10,500	✓
Strategic Goal 2: Address <i>Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2025 Target		
		2021	2022	2023	2024	2025	2025 Target	Target met?	
SO 2.1 Rapidly identify and prioritize hazardous consumer products for enforcement action	Compliance	2025KM2.1.1 Percentage of cases for which a preliminary determination is made within 85 business days of case opening (Hazard Priorities A, B, and C)	64%	80%	90%	84%	90.9%	70%	✓
		2025KM2.1.2 Percentage of cases for which a compliance determination is made within 5 business days of completed sample evaluation	--	--	88%	Unveil-able	96.1%	85%	✓

¹ Starting with FY 2023, Key Measure 1.3.3 is disaggregated by Key Measure 1.3.4 to separately track the number of import examinations (1.3.3) from the number of *de minimis* shipment examinations completed at eCommerce ports (1.3.4).

Strategic Goal 2: Address									
<i>Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2025 Target	
			2021	2022	2023	2024	2025	2025 Target	Target met?
SO 2.2 Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions	2025KM2.2.1 Percentage of cases for which a CAP is accepted, or public notice process is initiated within 90 business days of Preliminary Determination (Hazard Priorities A, B, and C)	Compliance	75%	56%	80%	93%	97.4%	60%	✓
	2025KM2.2.2 Percentage of cases for which a firm is notified of a violation within 10 business days of compliance violation determination		--	--	90%	Unveil-able	96.3%	80%	✓
	2025KM2.2.3 Percentage of Fast-Track cases with corrective actions initiated within 20 business days of case opening		95%	97%	99.2%	98%	100%	90%	✓
	2025KM2.2.4 Percentage of initial assessments to determine whether to open a civil penalty investigation that are conducted within 90 days of the recall announcement		--	--	100%	100%	100%	95%	✓
	2025KM2.2.5 Percentage of cases open 90 business days for which a product safety assessment planning discussion is held with technical staff		--	--	89%	95%	100%	95%	✓
SO 2.3 Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products	2025KM2.3.1 Recall response rate for all consumer product recalls	Compliance	32%	16%	24%	51% ²	44.5%	43%	✓
SO 2.4 Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities	2025KM2.4.1 Percentage of overdue notification notices sent to firms within 21 calendar days of determining a firm's monthly progress report is overdue	Compliance	--	--	unveil-able	96%	100%	95%	✓
Strategic Goal 3: Communicate									
<i>Communicate actionable information about consumer product safety quickly and effectively</i>									
Strategic Objective (SO), Key Performance Measure (KM)		Program Office	Actuals					2025 Target	
			2021	2022	2023	2024	2025	2025 Target	Target met?
SO 3.1 Improve accessibility, usefulness and actionability of consumer product safety information	2025KM3.1.1 Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions)	Communications	9.3	27.2	23.8	19.5	13.7	16	✗
SO 3.2 Increase dissemination of actionable consumer product safety information\	2025KM3.2.1 Number of national media placements of CPSC stories	Communications	16	24	30	25	36	25	✓
	2025KM3.2.3 Unique open rate for email subscribers to CPSC's recall announcements		--	--	--	28%	24.4%	28%	✗
SO 3.3 Increase and enhance CPSC collaborations to reach consumers, including vulnerable and underserved communities	2025KM3.3.1 Number of collaborations with external groups to amplify OCM's safety campaign messages, especially with historically excluded communities	Communications	--	--	23	18	15	15	✓

² During the FY 2024 Midyear Review, the Commission approved an updated calculation method for the recall effectiveness rate. The revised metric is an average correction rate for all consumer product recalls and is less variable and more representative than the prior calculation method for this measure.

Strategic Goal 4: Support <i>Efficiently and effectively support the CPSC's mission</i>									
Strategic Objective (SO), Key Performance Measure (KM)	Program Office	Actuals					2025 Target		
		2021	2022	2023	2024	2025	2025 Target	Target met?	
SO 4.1 Attract, recruit, cultivate, and retain a high performing and engaged workforce	Human Resources	2025KM4.1.1 Percentage of employees satisfied with opportunities to improve their skills (as reported in the FEVS)	74%	70%	75%	76%	N/A ³	72%	N/A
		2025KM4.1.2 Percentage of hiring managers trained on recruitment	97%	89%	99%	100%	96%	95%	✓
		2025KM4.1.3 High-performing Federal Workforce – Employee Engagement Index Score	71%	71%	76%	80%	N/A ⁴	71%	N/A
SO 4.2 Ensure strong stewardship and effective use of agency resources	Financial Management	2025KM4.2.1 Achieved unqualified opinion on independent financial audit	--	--	Q	UQ/M	1	1	✓
SO 4.3 Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations	General Counsel	2025KM4.3.1 Percentage of financial disclosure forms reviewed and certified timely by OGC	--	--	100%	100%	100%	100%	✓
		2025KM4.3.2 Percentage of FOIA responses to the public that meet timeliness benchmarks	--	--	47%	86%	75.8%	75%	✓
SO 4.4 Deliver high quality effective mission-oriented information and technology solutions	Information Technology	2025KM4.4.1 Percentage of operating uptime for IT systems	--	--	98%	98%	99%	98%	✓
		2025KM4.4.2 Percentage of operating uptime for IT networks	--	--	99.5%	99.9%	100%	99%	✓
		2025KM4.4.3 Percentage of critical vulnerabilities addressed from U.S. CERT within 3 business days	--	--	96%	98%	100%	100%	✓
		2025KM4.4.4 Percentage of prioritized IT projects delivered on time, on budget, and with intended performance	--	--	88%	92%	90%	85%	✓
		2025KM4.4.5 Percentage of prioritized high-risk IT security audit findings addressed	--	--	91%	75%	100%	95%	✓

³ The 2025 Federal Employee Viewpoint Survey (FEVS) was canceled by the Office of Personnel Management (OPM).

⁴ Ibid

Strategic Review Summary by Strategic Goal

In alignment with A-11 guidance, the agency maintained ongoing monitoring of strategic objectives throughout FY 2025, leveraging prior reviews and available performance data.

Strategic Goal 1: Prevent

Prevent hazardous products from reaching consumers

CPSC is charged with protecting the public from unreasonable risks of injury and death from a vast array of consumer products supplied through expanding global markets. Efforts to ensure the manufacture and sale of safe consumer products, combined with improved mechanisms to identify hazardous products before they enter the marketplace, are the most effective ways to prevent hazardous products from reaching consumers.

<p>STRATEGIC GOAL 1: PREVENT</p> <p>Prevent hazardous products from reaching consumers</p> <ul style="list-style-type: none"> · Strategic Objective 1.1 Improve identification and timely assessment of hazards to consumers · Strategic Objective 1.2 Lead efforts to improve the safety of consumer products before they reach the marketplace through robust and effective safety standards · Strategic Objective 1.3 Increase capability to identify and stop imported hazardous consumer products

CPSC uses several means to prevent injury or harm from consumer products by: (1) working to help ensure that hazards are appropriately addressed by voluntary standards or mandatory regulations; (2) providing technical information and other support to the public and for voluntary standards development; (3) allocating inspection, surveillance, and enforcement resources effectively to identify hazardous products and remove them from the marketplace; and (4) educating manufacturers on safety requirements to promote building safety into consumer products.

A major component of CPSC’s *Prevent* approach is identification and interception of hazardous consumer products through import surveillance and inspection programs. CPSC conducts establishment inspections of manufacturers, importers, and retailers; monitors internet and resale markets; responds to industry-generated reports about potentially hazardous products; and tests products for compliance with specific standards and mandatory regulations.

FY 2025 Strategic Review Summary – Strategic Goal 1 (Prevent)

In FY 2025, CPSC met or exceeded targets for eight of the nine key performance measures under Strategic Goal 1. Selected FY 2025 achievements under Strategic Goal 1 include:

- Completing 10 hazard characterization annual reports on consumer product-related fatalities, injuries and/or losses for specific hazards. The hazard characterization annual reports are an element of CPSC's strategy for improved hazard identification by scanning the marketplace to determine whether previously identified significant hazards exist in similar products. Examples of the completed hazard characterization annual reports include *Pediatric Poisoning Fatalities and Injuries, Injuries and Deaths Associated with Nursery Products Among Children Younger than Age Five*, and *Non-Fire Carbon Monoxide Deaths Associated with the Use of Consumer Products: 2022 Annual Estimates*.
- Achieving 21 voluntary standards activities in which CPSC staff participated resulted in a revised standard that reduces the risk of injury associated with products covered by the standard. The agency works to minimize hazardous effects through increased participation in voluntary standards activities. The agency's statutory authority requires the agency to rely on voluntary standards, rather than promulgate mandatory standards, if compliance with a voluntary standard would eliminate or adequately reduce the risk of injury identified, and it is likely that there will be substantial compliance with the voluntary standard.
- Examining 91% of consumer product imports, identified as high-risk, at import. The agency far exceeded its annual target of 85%. This indicates that CPSC's Import Surveillance Targeting program is effective in identifying and examining high-risk shipments.
- Clearing 99.96% of import shipments processed through the Risk Assessment Methodology (RAM) system within one business day. The percentage of import shipments that are cleared within one business day is a measure of how successful the CPSC is at expeditiously processing compliant imports of consumer products and facilitating legitimate trade.

The remaining measure reflects timing-related variation in briefing package development and clearance processes:

- **Key Measure 1.2.2** – Number of rulemaking briefing packages from the Mandatory Standards table prepared for Commission consideration: The target for FY 2025 was 24 briefing packages and staff completed 12. Variation in the timing of package development reflect routine adjustments in internal workflow management, including the synchronization of supporting analyses, policy review, and administrative clearance processes. These factors influenced the fiscal year distribution of completed briefing packages without materially affecting the Commission's broader rulemaking objectives.

Strategic Goal 2: Address

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

CPSC learns about potential consumer product hazards from many sources, including incident reports, consumer complaints, death certificates, the agency's Consumer Hotline and General Information number (800-638-2772), reports made on the [SaferProducts.gov](https://www.saferproducts.gov) website, other internet reports, company reports, and referrals from state and local agencies. When potential product defects are identified, CPSC must act quickly to address the risk of exposure to hazardous consumer products that have made their way into the marketplace or into the hands of consumers. Predictable and consistent investigation and enforcement against established violators is equally important to keeping consumers safe.

STRATEGIC GOAL 2: ADDRESS

Address hazardous consumer products in the marketplace and with consumers in a fast and effective manner

- **Strategic Objective 2.1**
Rapidly identify and prioritize hazardous consumer products for enforcement action
- **Strategic Objective 2.2**
Minimize further exposure to hazardous consumer products through effective and timely enforcement that also deters future unlawful actions
- **Strategic Objective 2.3**
Advance timely, comprehensive, effective, and efficient consumer product recalls for hazardous consumer products
- **Strategic Objective 2.4**
Monitor post-recall firm actions to identify need for additional compliance, enforcement, or communication activities

To better identify potentially hazardous products, CPSC monitors internal and external information sources, leverages online surveillance activities, and seeks to improve methods for integrating information from multiple sources. To advance the agency's ability to act upon the information and quickly remove hazardous products from the marketplace, CPSC reviews incident profiles and other information to improve its prioritization of products for investigation. The agency also seeks to promptly investigate hazardous products, negotiate timely voluntary corrective actions from firms, and obtain mandatory corrective action and notices to the public for non-cooperating firms, and pursues civil penalties to provide effective deterrence of law violations.

CPSC works with firms to maximize public awareness of recalls through multiple communication channels and diverse technologies. CPSC prioritizes resources to improve its recall monitoring process and conduct follow-up activities with firms as appropriate. The agency also works with a variety of stakeholders to better understand consumer behavior in the recall context and to increase recall response rates.

FY 2025 Strategic Review Summary – Strategic Goal 2 (Address)

CPSC exceeded its FY 2025 targets for all nine key performance measures under Strategic Goal 2. Selected FY 2025 achievements under Strategic Goal 2 include:

- Achieving 90.9% of cases for which a Preliminary Determination (PD) is made within 85 business days of case opening for cases with Hazard Priorities A, B, and C. The agency far exceeded its target of 70%. This indicates the timeliness of CPSC casework. Making PDs efficiently contributes to timely recalls for noncompliant and defective products.
- Achieving 97.4% of cases for which a Corrective Action Plan (CAP) is accepted, or public notice process is initiated within 90 business days of a PD for cases with Hazard Priorities A, B, and C. The agency far exceeded its target of 60%. This indicates timeliness of CPSC's negotiation of CAPs with firms or initiation of unilateral public notice process to firms. Timely negotiation of CAPs or initiation of unilateral public notice process contributes to the efficiency and speed of recalls for defective products.
- Achieving 100% of Fast-Track cases with corrective actions initiated within 20 business days of case opening. The agency far exceeded its target of 90%. This indicates timely and efficient processing of consumer product recalls.
- Achieving 44.55% recall response rate for all consumer product recalls. The agency exceeded its target of 43%. This demonstrates the agency's work with firms to maximize use of multiple communication methods and technological advances to communicate recall information to consumers.

Strategic Goal 3: Communicate

Communicate actionable information about consumer product safety quickly and effectively

Consumers, safety advocates, industry, and government regulators need high-quality information about the safety of consumer products. Consumers need safety information to make more informed decisions for themselves and their families. Safety advocates rely on accurate data to shape their policy recommendations. Industry needs information to stay in compliance with safety requirements. State and local government agencies also need high-quality information to establish new safety requirements that advance consumer safety. These diverse audiences have different information needs and respond to different methods of communication.

STRATEGIC GOAL 3: COMMUNICATE

Communicate actionable information about consumer product safety quickly and effectively

- **Strategic Objective 3.1**
Improve accessibility, usefulness, and actionability of consumer product safety information
- **Strategic Objective 3.2**
Increase dissemination of actionable consumer product safety information
- **Strategic Objective 3.3**
Increase and enhance CPSC collaborations to reach consumers, including vulnerable and underserved communities

CPSC uses a wide array of communications channels and strategies to provide timely, targeted information about consumer product safety to the public, industry, and other stakeholders. The agency disseminates safety messages through workshops and training sessions; listserv messages; press releases; public service announcements (PSAs) and paid advertising; social media; and staff tasked with responding to inquiries. CPSC strives to improve the accessibility, usefulness, and effectiveness of its safety messages by collecting and analyzing data and designing and applying new and innovative communications tools. An additional element of CPSC's strategy involves strengthening collaboration with stakeholders, including other government agencies, nonprofit organizations, and those with an interest in amplifying CPSC's safety messaging. This may include collaborative information and education campaigns on product safety, presentations at conferences, or online educational resources for industry and consumers.

FY 2025 Strategic Review Summary – Strategic Goal 3 (Communicate)

CPSC met or exceeded its FY 2025 targets for two of the four key performance measures under Strategic Goal 3. Selected FY 2025 achievements under Strategic Goal 3 include:

- Achieving 36 national media placements of CPSC stories, far exceeding the target of 25. The agency's placement of CPSC stories reflects its ability to identify the newsworthiness of its stories, highlights its staff's creative approach in pitching stories, shows the importance of having relationships with national media contacts. Some examples of CPSC stories placed in national media outlets include: (1) recalled faucets associated with drinking water contamination (2) recalled swimming pools associated with deaths of children.
- Achieving 15 collaborations with external groups to amplify CPSC's Office of Communications (OCM) safety campaign messages. Collaboration highlights from FY 2025 include:
 - Indian Health Service newsletter
 - Miami Children's Museum – Email holiday safety/safe sleep and indigenous images (newsletter)
 - *Anchor It!* campaign – Collaboration with the National Council on Aging (NCOA) for a Super Bowl campaign
 - Safe Sleep Week with Health Canada
 - Baby Safety PSA video and digital advertisement distribution

The remaining measures reflect routine variability in communication channel dynamics and audience engagement patterns:

- **Key Measure 3.1.1**—Number of engagements with CPSC safety messaging on social media channels by stakeholders (in millions): The target was 16 million; the FY 2025 actual was 13.7 million. Variations in these measures reflect routine fluctuations in communication channel dynamics, audience behavior, and message distribution patterns. While these factors influenced metrics during the reporting period, the agency continued to maintain a consistent presence across multiple communication platforms in support of its broader public safety messaging objectives.
- **Key Measure 3.2.3**—Unique open rate for email subscribers to CPSC's recall announcements: The target was 28%; the FY 2025 actual was 24.4%. While this fell short of the ambitious target, it met the typical federal benchmark of 24%. Variations in open rates reflect changes in subscriber list composition, distribution timing, and the mix of recall announcements issued during the reporting period. These factors influence engagement metrics independently of the overall effectiveness of the agency's recall notification program.

Strategic Goal 4: Support

Efficiently and effectively support the CPSC's mission

Consumer interests and CPSC's mission are best served when CPSC operates in an efficient, responsive, and transparent manner. Excellence in areas including information technology (IT), financial management, human capital, and legal affairs is vital to agency effectiveness.

For this strategic goal, CPSC focuses on the key drivers to implement the agency's *Support* strategies. This involves recruiting and retaining highly qualified and motivated individuals with the education, expertise, and potential to effectively fulfill the depth and breadth of agency responsibilities. The agency strives to recruit and retain talented and diverse staff with a wide range of specialized skills, and it seeks to provide employees with training and professional development opportunities that enable them to develop and maintain expertise and expand their skills.

CPSC performs with the highest integrity in the areas of financial management and in the allocation of resources to ensure CPSC serves as a strong and effective steward of the funds appropriated to CPSC by Congress. The agency operates with the highest level of ethical standards so that the public will have confidence that CPSC employees are acting on behalf of the public interest. The agency has increased the transparency of CPSC activities by improving its Freedom of Information Act (FOIA) program's timeliness and providing proactive disclosures to the public. CPSC's Directives System provides guidance for agency employees to ensure consistent and clear direction for their work. The agency leverages technology efficiently to deliver mission-oriented information and technology solutions, for instance by employing Artificial Intelligence and Machine Learning to enhance operational effectiveness.

STRATEGIC GOAL 4: SUPPORT

Efficiently and effectively support the CPSC's mission

- **Strategic Objective 4.1**
Attract, recruit, cultivate, and retain a high-performing and engaged workforce
- **Strategic Objective 4.2**
Ensure strong stewardship and effective use of agency resources
- **Strategic Objective 4.3**
Foster public trust in the Commission by holding employees and officials to a high standard of ethics; updating and maintaining agency's internal governance system; and promoting transparency in agency operations
- **Strategic Objective 4.4**
Deliver high-quality effective mission-oriented information and technology solutions

FY 2025 Strategic Review Summary – Strategic Goal 4 (Support)

CPSC met or exceeded FY 2025 targets for nine of the 11 key performance measures under Strategic Goal 4. Selected FY 2025 achievements under Strategic Goal 4 include:

- Receiving an unqualified (clean) independent audit opinion on its FY 2025 financial statements.
- Training 96% of hiring managers on recruitment processes, surpassing the annual target of 95%. This achievement supported the agency's former strategic objective to attract, recruit, develop, and retain a high-performing and engaged workforce.
- Meeting the annual target of 100% of financial disclosure forms being reviewed and certified timely by the Office of General Counsel (OGC). This achievement supported the agency's former strategic objective of fostering public trust in the Commission by holding employees and officials to a high standard of ethics.
- Achieving operating uptime for IT networks of 99%, exceeding the annual target of 98%. This achievement supported the agency's former strategic objective of delivering high quality effective mission-oriented information and technology solutions.

FY 2025 results were not available for two of the 11 performance measures under Strategic Goal 4 because they were tied to the Federal Employee Viewpoint Survey (FEVS), which was canceled by the Office of Personnel Management (OPM) in 2025:

- **Key Measure 4.1.1** – Percentage of employees satisfied with opportunities to improve their skills (as reported in the FEVS)
- **Key Measure 4.1.3** – High-performing Federal Workforce – Employee Engagement Index Score

Appendix A

Management Challenges

CPSC's Inspector General has identified issues he considers to be management challenges, which are detailed on pages 46 – 59 of the FY 2025 AFR, www.cpsc.gov/about-cpsc/agency-reports/performance-and-budget

Appendix B

CPSC Performance: Verification & Validation of Performance Data

CPSC requires complete, accurate, and reliable performance data to assess the agency's progress toward its strategic goals and objectives and to make good management decisions. CPSC's approach to verification and validation (V&V) of performance data, intended to improve accuracy and reliability, is based upon the following:

- (1) The agency develops performance measures through its strategic planning and annual performance planning processes.
- (2) CPSC's functional components follow a standard reporting procedure to document detailed information for each performance measure in an internal agency database. This information includes, but is not limited to:
 - performance measure definition,
 - rationale for the performance measure,
 - source of the data,
 - data collection and computation methods, and
 - data limitations.
- (3) The agency's major functional components are responsible for evaluating the completeness, consistency, timeliness, and quality of the data for their key performance measures, while also identifying any data limitations. Managers overseeing these components certify that procedures to ensure data quality have been followed and that the reported results are accurate, reliable, and reasonably reliable.
- (4) In addition to the self-assessments and certification statements completed by managers of major functional components, CPSC's Office of Financial Management, Planning, and Evaluation (EXFM) reviews the year-end results

for key performance measures. These results are approved by management before being published in agency documents. The EXFM team also conducts a thorough V&V review of each key performance measure on a two-year cycle, following established procedures. For FY 2025, EXFM selected 16 out of 35⁵ key performance measures across the agency's functional components for an independent V&V review to assess the accuracy of reported performance results.

- (5) CPSC conducts Strategic Data Reviews, where managers of key functional areas evaluate progress toward performance targets and strategic objectives. These reviews also focus on identifying program risks and developing strategies to mitigate them.
- (6) Managers of assessable units within CPSC submit annual letters of assurance regarding the effectiveness of general and program-level internal controls within their areas of responsibility. These letters highlight their achievements during the year as well as any operational control deficiencies or weaknesses in their program-level internal controls, including challenges related to the quality of program data.

These procedures help to provide assurance that performance data reported by the agency are sufficiently complete, accurate, and reliable, as appropriate to intended use, and that internal controls are maintained and functioning as intended.

⁵ CPSC's FY 2025 Performance Budget Request (PBR), published in March 2024, included 35 key measures. FY 2025 V&V selection was drawn from the list of 35 measures included in the PBR. The agency's FY 2025 Operating Plan, as revised in February 2025, lists 33 key measures, which are identical to the measures shown on pp. 1 – 3 of this APR. The 16 measures selected for FY 2025 V&V were a subset of the 33 measures in the FY 2025 Operating Plan.



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