




UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

The Director

January 17, 2025

Memorandum For Chief Human Capital Officers

From: Robert H. Shriver, III 
Acting Director

Subject: Merit System Principles Maturity Model and Toolkit

The U.S. Office of Personnel Management (OPM) is pleased to announce the issuance of the Merit System Principles (MSP) Maturity Model. The MSP Maturity Model is designed as a set of standards agencies may use to evaluate the extent to which the merit system principles are integrated into policies, activities, and culture and identify areas in need of attention. The merit system principles serve as the foundation for making sound human capital decisions in the Federal civil service. Applying the model will help agencies strengthen knowledge, understanding, and application of the principles, as well as enhance leadership commitment and accountability.

With the model is a toolkit with training templates agencies may use to educate new and incoming leaders on their responsibilities to uphold the MSPs in the regular course of business. These training templates serve as roadmaps for agencies to create tailored training for agency leadership, a key component of preventing violations of law. OPM will update the toolkit periodically with additional resources informed by agency requests, as well as trends identified through our evaluation and oversight work.

OPM is committed to supporting and empowering agencies with the necessary tools to achieve their missions and strategic objectives. If you have questions about the MSP Maturity Model, please contact Ana A. Mazzi, Associate Director, MSAC at Ana.Mazzi@opm.gov or (202) 606-4309.

Enclosure

cc: Deputy Chief Human Capital Officers