



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON
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IMME-MW

1 October 2015

MEMORANDUM FOR: Directorate of Family and Morale, Welfare and Recreation (DFMWR)

SUBJECT: DFMWR Employee Award Program Standing Operating Procedures (SOP)

1. References. N/A
2. Purpose. To outline administrative and operational procedures and provide guidance to employees about the DFMWR Employee Award Program.
3. Applicability. All DFMWR employees will follow the procedures contained herein.
4. Mission. To provide an award program for all DFMWR non-supervisory employees.
5. Types of the awards:
 - a. Peer to Peer – quarterly
 - b. Unsung Hero – quarterly
 - c. Customer Service Individual – quarterly
 - d. Leading the Way – quarterly
 - e. DFMWR Excellence – semi-annually

Peer to Peer Award

Eligibility: Any DFMWR non-supervisory employee.

Award is presented by the Director of FMWR at awards ceremony:

- a. \$150.00
- b. 8 TOA
- c. Pin
- d. Certificate signed by the Director of FMWR

Criteria: In addition to satisfactory performance at their own job, employee must have demonstrated a beyond-the-call-of-duty effort in relation to the support of fellow DFMWR employee(s). Nomination must identify a specific incident of peer-to-peer support. The good act must occur during the current quarter.

Unsung Hero Award

Eligibility: Any DFMWR non-supervisory employee.

Award is presented by the Director of FMWR at awards ceremony:

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- a. \$150.00
- b. 8 TOA
- c. Pin
- d. Certificate signed by the Director FMWR

Criteria: This employee works "behind the scenes." They do their job so well that no one stops to think about how that job got done. This employee is not heard from very often because they are too busy working. When their assistance is needed, they can be counted on to help out on any DFMWR project, event, or program, and all you have to do is ask them. The good act must occur during the current quarter.

Customer Service Individual Award

Eligibility: Any non-supervisory DFMWR employee. Supervisory employees may nominate for this category but they may not be nominated. Also any external customer can participate in nomination.

Award is presented by Director of FMWR at awards ceremony:

- a. \$150.00
- b. 8 TOA
- c. Pin
- d. Certificate signed by the Director of FMWR

Criteria: accomplishment where the nominee excels in the performance of normal duties and responsibilities, going beyond what is normally expected. Nominations must identify a specific incident of customer service or overall customer interactions that describe consistent success with customers. The good act must occur during the current quarter.

Leading the Way Award

Eligibility: Any DFMWR non-supervisory employee. ICE comment cards can be taken into consideration.

Award is presented by Director of FMWR at awards ceremony:

- a. \$150.00
- b. 8 TOA
- c. Pin
- d. Certificate signed by the Director of FMWR

Criteria: The award recipient shows commitment to and the demonstration of exceeding internal and external customer expectations. Rising above "simply acceptable" to set new standards of courtesy and efficiency, resulting in an improved quality of life for the Fort Meade Community. Nominations must identify a series of specific instances of exceeding customer expectations and actions that lead to improvement of quality of life for the community. The good act must occur during the current quarter.

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DFMWR Excellence Award

Eligibility: Any DFMWR program.

Award is presented by the Director of FMWR at:

- a. "Bragging rights" trophy (to be held at the program for 6 months only).
- b. Wall plaque for the program.
- c. Personalized cake.

Criteria: Program is committed to upholding the DFMWR Customer Covenant by providing excellent service to the internal and external customers. Nominated program must demonstrate predictable, consistent, efficient, and customer-focused service. Customers of the nominated program can expect to be treated with respect, greeted promptly in a courteous manner, offered high-quality products and services, have an opportunity for feedback, and receive timely, accurate and helpful information. The good act must occur during the current semiannual timeframe.

6. Nomination Process.

a. Nomination forms will be distributed on a monthly basis via email by the Award Program Manager. In addition, hard copies will be placed in all DFMWR facilities.

b. Only DFMWR non-supervisory employees may submit a nomination for an award for a non-supervisory DFMWR employee with the exception of customer service award. Nominations must be submitted directly to the Award Program Manager.

c. All nomination forms will be due for the submission NLT the last calendar day of each quarter. First Quarter is from 1 October to 31 December. Second Quarter is from 1 January to 31 March. Third Quarter is from 1 April to 30 June. Fourth Quarter is from 1 July to 30 September.

d. The Award Program Manager will request Division Chiefs to review the list of nominations and verify employees are in good standing to receive an award. Any nomination submitted on an employee not in good standing will be removed from consideration.

e. The Director, Division Chiefs and supervisory personnel are not eligible to participate in this program with the exception of DFMWR Excellence Award.

f. Nominations should describe in detail how the nominee performed the specific action(s) and include examples such as: special promotions, new program implementation, process improvements, program efficiencies, timely technical support etc.

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g. Award winners are not eligible for nomination for the next 12 months after they receive their award with the exception of DFMWR Excellence Award.

h. The Director of FMWR makes the selection for the DFMWR Excellence Award. The Committee is responsible for recommendation to the Director for this award.

i. All other awards are selected by the Award Program Committee.

j. The voting process is designed on point system.

k. In individual award categories maximum 30 points total per award nomination form is allowed. The top 12 nominees with the highest amount of points will become the winners. The minimum amount of point required to be entered into the competition is 20.

l. In group award category maximum 20 points total per award nomination form is allowed. The program with the highest amount of points will be recommended to the Director of FMWR for consideration. The minimum amount of point required to be entered into the competition is 20.

m. There will be 48 or less winners per fiscal year in individual award categories.

n. There will be 2 or less winners per fiscal year in group award category.

7. Award Program Committee.

Eligibility: The Award Program Committee will consist of award winners from the previous quarter and the original award panel members. The original award panel members are to serve for 12 months, after that the Award Program Manager will seek new volunteers. There is no minimum requirement for the number of award program committee members. The maximum is 20 committee members.

Process: The Award Program Committee meets once a quarter to review all award nominations. The DFMWR Employee Award Program is based on the fiscal year. All prior to the Award Program Committee's meetings. Nominations will be independently ranked by each committee member. The Award Program Manager will total all scores and announce the winners via email organization-wide. In case of a tie, the Director of FMWR will make the final decision.

8. Responsibilities.

a. Director of Family and Morale, Welfare and Recreation:

(1) Supports DFMWR Employee Award Program to include participating in the Quarterly Awards Ceremony to present awards.

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(2) Ensures program is funded. In the event that funding is not available, the program will be immediately suspended until funds become available for all employees (both AF and NAF employees). An organization-wide announcement will be made by the Director of FMWR should the program be suspended.

(3) Casts vote only in the event of a tie and DFMWR Excellence Award.

(4) Approves awards for the winners.

(5) Presents awards to the winners.

(6) Attends Semi-Annual Luncheon with the program that wins DFMWR Excellence Award.

b. Division Chiefs:

(1) Support DFMWR Employee Award Program to allow employees to participate as committee members and selections members.

(2) Review the list of nominations and verify employees are in good standing to receive an award.

(3) Participate in the DFMWR Quarterly Awards Ceremony.

c. Award Program Manager:

(1) Acts as subject matter expert on all items pertaining to DFMWR Employee Award Program.

(2) Distributes nomination forms on monthly basis via email and sets suspenses for get nominations by the deadline.

(3) Collects all nominations by the deadline.

(4) Reviews nominations and verifies eligibility.

(5) Prepares ballots.

(6) Trains DFMWR Award Program Committee members.

(7) Attends quarterly DFMWR Award Program Committee meetings as a non-voting member.

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(8) Announces the winners via email.

(9) Prepares and routes the paperwork to process the award, submits award Winners' actions into the DCPDS.

(10) Submits marketing work order request to prepare certificates for award winners.

(11) Schedules quarterly DFMWR Award Committee meetings and award ceremonies.

d. Employees (non-supervisory):

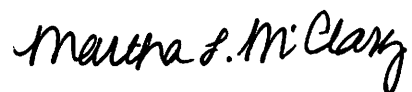
(1) Becomes familiar with the program and stays involved.

(2) Provide recommendations of program changes to the Award Program Manager.

(3) Nominate and encourage the nomination of individual (s) for the variety of awards available.

(4) Complete nomination forms by established suspense date and submit them to the Award Program Manager. Self-nominations are not allowed.

(5) If at any time, the employee terminates employment with DFMWR for any reason, they are automatically removed from the nomination pool.



MARTHA McCLARY
Director, Family and Morale, Welfare and
Recreation