

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SW 3450.14B

SOUTHWEST REGION

10/27/06

SUBJ: SOUTHWEST REGION HONORARY AWARDS PROGRAM

1. PURPOSE. This order prescribes the policy and guidance for the Southwest Region annual awards program. This honorary awards program, called "Southwest Region Wings of Success Awards," is designed to provide a high level of honorary recognition for the accomplishments and successes of Southwest Region employees.

2. DISTRIBUTION. This order is distributed to the section level and above in the Regional Office, to all field offices and facilities, and electronically on the Southwest Region Intranet site at http://www.asw.faa.gov/asw040/ons/order_list.cfm.

3. CANCELLATION. Order SW 3450.14A, Southwest Region Honorary Awards Program, dated January 3, 2005, is canceled.

4. PROGRAM RESPONSIBILITIES.

- a. The Regional Administrator is responsible for providing leadership, resource support and for reviewing selections and program results.
- b. Division Managers/Staff Managers/Directors/Area Directors and Staff Offices are responsible for supporting and participating in the program.

5. NOMINATIONS.

- a. Any FAA Southwest Region employee, team, group, or organization may nominate another FAA Southwest Region employee, team, group, or organization. Note: Contract personnel are not eligible to be nominated.
- b. The nominee's Division Manager/Staff Manager/Director/Area Director must approve the nomination before submitting to the Executive Operations, ASW-30. See Appendix 1 for sample.
- c. Organizations may submit no more than three nominations per award category and will ensure the nominations fit the appropriate category and meet the criteria.
- d. Individuals/groups can be nominated in more than one category.
- e. Nomination narratives shall address each of the rating elements for the award category.

- f. Nominations will only be accepted during the annual call for nominations.
- g. Nominations shall reflect accomplishments within the past year.
- h. Nominations must not exceed one page (see appendix for sample format). Do not include names of nominees in the justification narrative.

6. SELECTION PROCESS

- a. Nominations will be reviewed and rated by a selection panel.
- b. The selection panel will use a rating method that reviews each element of the rating criteria.
- c. To facilitate objectivity, the selection committee will employ a rating process where the raters will not know who they are rating.
- d. The Regional Administrator has the discretion to review the categories and select a "Southwest Region Employee of the Year."

7. CATEGORIES AND RATING CRITERIA.

- a. **Program Excellence:** Recognizes an individual for a major contribution towards accomplishment of an agency program or goal.

Rating Criteria: Please address each of the following elements on the nomination form.

- (1) Describe specific accomplishments that go beyond normal job expectations.
- (2) Link the accomplishments to one of the goals in the FAA Flight Plan.
- (3) Describe the impact of the accomplishment on the organization or the aviation community.
- (4) Describe customer feedback, recognition within the professional community; other forms of recognition given; and efforts of unusually effective skill, imagination, innovation, leadership, and/or perseverance.

- b. **Administrative Support:** Recognizes a secretary, administrative assistant or clerical employee and the key role of administrative support staff.

Rating Criteria: Please address each of the following elements on the nomination form.

- (1) Describe specific accomplishments that go beyond normal job expectations.
- (2) Link the accomplishments to one of the goals in the FAA Flight Plan.
- (3) Describe the impact of the accomplishment on the organization or the aviation community.

(4) Describe customer feedback, recognition within the professional community; other forms of recognition given; and efforts of unusually effective skill, imagination, innovation, leadership, and/or perseverance.

- c. **Teamwork**: Recognizes a team/group that has demonstrated a high level of quality by using the shared skills and experience of team/group members.

Rating Criteria: Please address each of the following elements on the nomination form.

(1) Describe specific accomplishments of the team that go beyond normal job expectations and how the team members worked together effectively. Include activity which displays cooperation, collaboration, and group process skills.

(2) Link the accomplishment to one of the goals in the FAA Flight Plan

(3) Describe the impact of the accomplishment on the organization or the aviation community.

(4) Describe customer feedback, recognition within the professional community; other forms of recognition given; and efforts of unusually effective skill, imagination, innovation, leadership, and/or perseverance.

- d. **Leadership**: Recognizes accomplishments of a manager or first-line supervisor that demonstrate a high level of expertise in delivering state-of-the-art "best practices" in management and administration.

Rating Criteria: Please address each of the following criteria on the nomination form.

(1) Describe specific accomplishments that go beyond normal job expectations.

(2) Link the accomplishments to one of the goals in the FAA Flight Plan.

(3) Describe how the nominee created clear values and expectations and set clear goals/vision; effectively communicated values, directions, expectations, focused on continuous learning opportunities; empowered others to act, set example as model for high quality work ethics; recognized contributions and celebrated accomplishments of staff.

(4) Describe accomplishments in the areas of sensitivity and fairness in the treatment of employees; improvement in motivational factors (recognition, achievement, growth, advancement); and improvement in the quality of work life.

(5) Describe results of leadership and impact on organization and agency.

- e. **Spirit of Cooperation**: Recognizes accomplishments that demonstrate a highly successful collaboration either within or outside the agency that contributes to the success of the organization and achievement of agency objectives.

Rating Criteria: Please address each of the following criteria on the nomination form.

(1) Describe specific accomplishments of the collaboration that go beyond normal job expectations.

(2) Link the accomplishments to one of the goals in the FAA Flight Plan.

- (3) Describe the impact of the accomplishment on the organization or the aviation community.
 - (4) Identify techniques used to effectively coordinate programs between people/organizations. Describe complexity of the planning, interaction with various groups, and the impact of the results on the agency, environment, or community.
- f. **Customer Service:** Recognizes an individual or group for significant, value-added operational and administrative services to a customer.

Rating Criteria: Please address each of the following criteria on the nomination form.

- (1) Describe accomplishments that have demonstrated improvements in customer service; willingness to find solutions to meet customer needs; recognized customer requirements and expectations; evidence of listening to customers; efforts to improve a product/service or resolve a problem.
 - (2) Link the accomplishments to one of the goals in the FAA Flight Plan.
 - (3) Describe the impact of the accomplishment on the organization or the aviation community and the results achieved.
- g. **Technical Support:** Recognizes an individual or group for extraordinary technical efforts and accomplishments in support of the agency's safety mission.

Rating Criteria: Please address each of the following criteria on the nomination form.

- (1) Describe specific accomplishments, and the complexity, manner and extent to which they affected aviation safety, the aviation community, public confidence in aviation or aviation technology.
- (2) Link the accomplishments to one of the goals in the FAA Flight Plan
- (3) Describe extraordinary work conditions or demands, obstacles surmounted, solutions and the results and impact of the accomplishments on those served.

8. RECOGNITION CEREMONY. Nominees and winners will be recognized at an awards ceremony. For planning purposes and to ensure the full participation by Division Manager/Staff Manager/Director/Area Director and the employees being honored, the awards ceremony will be held on the third Wednesday of April each year.



Ava L. Wilkerson
Regional Administrator

SW APPENDIX 1. SAMPLE FORMAT

SOUTHWEST REGION WINGS OF SUCCESS NOMINATION FORM
[no more than 1 page]

CATEGORY:

Nominee(s):

Organization:

Nominated by: (include routing and phone number)

Narrative:

Please ensure that each of the rating criteria is addressed in the narrative.

[Do not use name(s) of nominee(s) in narrative. This will ensure raters do not know who they are rating]