



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Aerospace Medicine Policy

ORDER
AM 3450.36E

Effective Date:
12/12/2008

SUBJ: Office Of Aerospace Medicine (AAM) Awards Program

- 1. Purpose of this Order.** This order provides guidelines, eligibility, and criteria for the administration of the Office of Aerospace Medicine (AAM) Awards Program.
- 2. Audience.** All employees in the Office of Aerospace Medicine.
- 3. Where Can I Find This Order.** You can find this order on the MyFAA Employee website: https://employees.faa.gov/tools_resources/orders_notices/.
- 4. Explanation of Policy Changes.** This revision was written to include dates for actions required by this order and to provide additional guidance to the award program participants.
 - a. Identifies nomination submission date.
 - b. Requires review and signature to indicate whether the award nominee has been issued any adverse or performance related disciplinary action.
 - c. Adds middle initials to nomination form.
 - d. Identifies core compensation pay band levels or equivalent for award review panels.
 - e. Announces award recipient on the first Friday in April.
 - f. Mails letter to winners of the individual and team award.
 - g. Funds for travel will be set aside for award recipients by their respective offices.
 - h. Sets new criteria for Inspectors and Investigators.
- 5. What This Order Cancels.** FAA Order AM 3450.36D, Office of Aerospace Medicine Awards Program, dated May 1, 2007 is cancelled.
- 6. General Information.** The awards for excellence and achievement recognize AAM employees as listed in paragraph 7, below. The Award Category Guidelines, Eligibility, and Criteria document (Appendix A), provides the information necessary to evaluate performance under each of the categories. All AAM employees, including Washington Headquarters, CAMI, regional aerospace medicine divisions, and medical field office employees are eligible for nomination.

7. Award Categories. Annual awards may be presented in any or all of the categories below:

- a. Outstanding Manager Award
- b. Outstanding Leadership Award
- c. Outstanding Innovator Award
- d. Outstanding Team Award
- e. Administrative Excellence Award (two sub-categories)
 - (1) Pay bands A-G or equivalent FG grades
 - (2) Pay bands H-M or equivalent FG grades
- f. The William E. Collins Publication Award (two sub-categories)
 - (1) Pay bands A-G or equivalent FG grades
 - (2) Pay bands H-M or equivalent FG grades
- g. AAM Mission Support Award
- h. Outstanding Customer Service Award
- i. Friend of AAM Award
- j. Flight Surgeon of the Year Award
- k. Inspector/ Investigator of the Year Award (two sub-categories)
 - (1) Pay bands G-I or equivalent FG grades for Inspectors
 - (2) Pay band J for Investigators and Team Coordinators
- l. Regional Employee of the Year Award (two sub-categories)
 - (1) Pay bands A-G or equivalent FG grades
 - (2) Pay bands H-M or equivalent FG grades
- m. Outstanding Legal Instruments Examiner Award
- n. AAM Office of the Year Award

8. Nomination Procedures. This section will provide instructions of how to nominate an employee for an award.

a. Nominations are based on activities and accomplishments during the period January 1 through December 31 of the previous year.

b. Nominations may be initiated by any AAM employee. The employee initiating the nomination shall prepare the nomination following the guidelines given in Appendix A. Nominations should be typed in Arial, font 12, and must be no longer than 500 words, with the exception of the Office of the Year Award (maximum of 1,000 words). No supporting documentation will be accepted. The submission should address the criteria of the specific award. The AAM Awards Nomination Form (FAA Form 3450.22 and 3450.23) (Appendix B), must be completed to nominate an employee or groups of employees.

c. Nominations from Washington Headquarters should be sent through the nominee's division manager. Nominations from the regions should be sent through the appropriate Regional Flight Surgeon and then forwarded to the Senior Regional Flight Surgeon for review. Nominations from CAMI should be sent through the CAMI Director. Nominations should be submitted to the AAM National Incentive Award Coordinator, AAM-120, by the second Friday in February of each year. They should be submitted via e-mail, and a signed and dated hard copy should be forwarded within 5 business days. Review and signature by the Division Manager, Regional Flight Surgeon/Senior Regional Flight Surgeon, or CAMI Director will indicate that neither formal Notification of Adverse Action, nor Opportunity to Demonstrate Performance has been issued.

d. The nomination must contain the nominee's name as written in the individual's Official Personnel File, including middle initial. It also must identify the nominator's name, including middle initial, and include his or her signature and routing symbol.

9. Selection Procedures. This section will explain the selection process of the award recipients.

a. The AAM National Incentive Awards Coordinator will chair the nominations review panel. The chair shall be a non-voting member of the panel.

b. The Federal Air Surgeon will establish, annually, a review panel to evaluate the nominations, and to recommend selection of award winners. The review panel will consist of 1 manager, (Pay bands J-M, or equivalent FG grades), and 1 non-management representative (Pay bands A-J, or equivalent FG grades), each from CAMI, headquarters, and the regions.

c. The panel shall consist of no more than one individual from each AAM division. Panel members will be rotated annually. Once an individual has served on the review panel, he or she may not do so again for a period of 3 years.

d. The chair of the review panel will be available to assist the panel in its deliberations. As a general rule, the review process will result in the selection of one candidate per category or sub-category. In unusual cases where there are equally qualified candidates for the award, more than one

candidate may be recommended. An individual may be nominated for more than one award in a single year, but a nominee may receive only one individual award in any given year. However, an individual award winner may also be part of a team or group award.

e. All award categories having one nomination will be reviewed by the panel and must receive a rating of at least one half or more of the maximum points attainable to be selected as a winner.

f. Winners will not be considered for the same individual award for the following 2 years. However, they may be considered for a team or group award.

g. The Federal Air Surgeon will make the final selections and announce the award recipients by the first Friday in April of each year.

10. Awards Presentation. This section explains the presentation of the awards to the recipients.

a. An AAM awards ceremony will be held in the spring of each year. In the case of a team/group winner, one individual should be selected to represent the group at the awards ceremony.

b. An inscribed plaque or appropriate gift will be presented to the award winner in each category.

c. A certificate or other individual memento will be presented to each person who worked in the organization that won a team award.

d. A letter of recognition from the Federal Air Surgeon will be sent to the winners of the individual and team awards for inclusion in their employee performance files.

e. The Office of Aerospace Medicine will take appropriate steps to assure that awards are publicized throughout the Federal Aviation Administration.

f. All nominees will receive a congratulatory letter from the Federal Air Surgeon routed through his or her chain of command. Letters to contractors will be sent to their company.

g. Provided funding is available, recipients of the awards shall be authorized the necessary funding for travel and per diem by their respective offices to attend the awards ceremony. In the case of a team or group, travel and per diem will be authorized for only one representative of the team or group. Travel funds will be set aside for award recipients, by their respective offices.

11. Distribution. This order is distributed to all Aerospace Medicine employees at Washington Headquarters, Regions, and the Civil Aerospace Medical Institute.

12. Background. This program provides a forum for recognizing AAM employees for excellence and achievement in various categories of job and job-related activities. It is the Federal Aviation Administration's (FAA) mission to foster a safe, secure, and efficient aviation system that contributes to national security and the promotion of civil aviation.

The programs of Aerospace Medicine are playing an ever increasing and more significant role in the fulfillment of this mission. This awards program recognizes exceptional achievement by AAM personnel and is in addition to monetary, time off and other awards.

A handwritten signature in black ink, appearing to read "F. E. Tilton". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Frederick E. Tilton, M.D.
Federal Air Surgeon

Appendix A. Award Category Guidelines, Eligibility, and Criteria

1. Outstanding Manager Award. Awarded to the AAM manager (Pay bands J-M, or equivalent FG grades), whose personal efforts have resulted in a positive work environment for his or her employees and who has made significant contributions to the organization. The environment encourages collaboration and mutual respect, assures employee dignity, encourages development of skills, promotes job pride and satisfaction, and rewards initiative and improvement. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM managers.

Award Criteria: What significant managerial contributions did the manager make to the organization?

Please describe how the nominee has:

- a. Demonstrated successful communication, active listening skills, and an understanding of subordinates' concerns/needs.
- b. Encouraged collaboration, creativity, and innovation.
- c. Established clear goals, challenged and empowered employees, coached (mentored), and provided constructive feedback to employees.

2. Outstanding Leadership Award. Awarded to the non-management, (Pay bands A-J, or equivalent FG grades), AAM employee who has shown exceptional leadership qualities by directing or taking a principal role in executing AAM goals. Documentation should show major accomplishments as a result of the nominee's personal dedication, initiative, creativity, and his or her skill in gaining the active cooperation of others. Qualifying nominations must not exceed 500 words.

Eligibility: All non-management AAM employees.

Award Criteria: What leadership qualities (e.g., personal dedication, initiative, effective communication, integrity, innovation, etc.), were displayed in each of the nominee's major accomplishments?

Please describe how the nominee has:

- a. Recognized and empowered others to accomplish goals.

b. Demonstrated effective leadership through the optimal utilization of resources and personnel to accomplish organizational goals.

3. Outstanding Innovator Award. Awarded to the AAM employee who has introduced new or improved products or services that have resulted in major program impact, significant savings of FAA resources, or improvements in aerospace medicine. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM employees.

Award Criteria: What innovations in products or services were contributed by the nominee?

Please describe how the nominee has:

a. Exhibited imagination and creativity in these achievements.

b. Demonstrated initiative, perseverance, or determination to overcome difficulties and achieve the designated objectives.

4. Outstanding Team Award. Awarded to a team of AAM employees, who have participated in a team for a specially designated purpose. The nominees will have made a significant contribution toward accomplishing the goals and objectives of AAM. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM employees.

Award Criteria: What accomplishments did the team achieve that significantly improved the quality or efficiency of work in AAM resulting in enhanced service to AAM's customers?

Please describe how the nominees have:

a. Demonstrated the values of cooperation and participation to achieve a common objective.

b. Effectively used the resources available, including its personnel and time, to achieve its results.

c. Made a significant contribution towards accomplishing AAM's goals and objectives.

5. Administrative Excellence Awards. Awarded to an AAM employee in an administrative role who consistently looks for a better way of doing business and improving administrative processes. The nominee is not afraid of change, identifies weaknesses, provides suggestions, or implements procedures or activities that improve efficiency, saves resources, or improves support services.

These awards are given at two levels: (a) Paybands A-G or equivalent FG grades and (b) Paybands H-M or equivalent FG grades. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM administrative personnel, e.g., secretaries, clerks, program assistants, administrative officers, etc.

Award Criteria: What contribution(s) did the employee make in the administrative field?

Please describe how the nominee has:

- a. Made a significant impact on the organization through these contributions.
- b. Interacted with customers, managers, and co-workers.
- c. Displayed his or her commitment to excellence in the Office of Aerospace Medicine.

6. The William E. Collins Publication Awards. Awarded to an AAM employee whose research publication has contributed significantly to the general body of technical or scientific knowledge in furtherance of the AAM mission. These awards are given at two levels: (a) Paybands A-G or equivalent FG grades and (b) Paybands H-M or equivalent FG grades. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM Employees.

Award Criteria: How has the nominee contributed to the furtherance of the AAM/sponsor goals?

Please describe how the nominee has:

- a. Extended the general body of technical or scientific knowledge.
- b. Fulfilled the stated research objectives.
- c. Produced a product that was timely, clearly written, and technically accurate.

7. AAM Mission Support Award. Awarded to an AAM employee for significant acts, services, or achievements that substantially aid the successful accomplishment of the AAM mission. This award may recognize performance that spans more than a single year. The accomplishments embodied by this award may include: performance of a particularly difficult or important mission, operation, or assignment, in a manner that reflects credit on the individual and the organization; improvements or innovations that are of major significance to the accomplishment of the AAM mission, development of a new procedure or process that results in substantially increased productivity, efficient resource management, or program effectiveness. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM employees.

Award Criteria: What challenging activity/activities or assignment(s) were taken by the nominee that enabled AAM to become more effective in accomplishing its mission, more efficient in managing its resources, or more productive?

Please describe how the nominee has:

- a. Accomplished these acts, services, or achievements.
- b. Made a significant impact on the AAM mission through these acts, services, or achievements.

8. Outstanding Customer Service Award. Awarded to the AAM employee who provides exemplary service to members of the aviation community and who, by such service, improves the level of customer satisfaction with the FAA and AAM. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM Employees.

Award Criteria: What did the nominee contribute to achieve a high level of customer satisfaction?

Please describe how the nominee has:

- a. Accomplished this act, service or achievement.
- b. Contributed to the satisfaction of AAM's customers? (Give examples of specific customer acknowledgement)
- c. Increased public/customer understanding of AAM's responsibilities and services.

9. Friend of AAM Award. Nominees are restricted to employees within the FAA and members of the Armed Forces. Qualifying nominations must not exceed 500 words.

Eligibility: Any FAA employee and members of the Armed Forces.

Award Criteria: What contribution(s) did the nominee(s) provide to the AAM organization?

Please describe how the nominee(s) has/have:

- a. Improved AAM's effectiveness or efficiency.

- b. Enhanced the roll of AAM or contributed to the accomplishment of AAM's mission.

10. Flight Surgeon of the Year Award. This award is given to the flight surgeon who demonstrates the highest skill and technical competence in the practice of the science and art of aerospace medicine. Flight surgeon is defined as any physician in AAM. The nominee has not only performed his or her duties in a truly professional manner, but also has contributed in such a way as to further enhance aviation safety and aerospace medicine. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM flight surgeons.

Award Criteria: What was the specific noteworthy activity/activities or achievement(s) that improved or enhanced aviation safety or furthered AAM goals?

Please describe how the nominee has:

- a. Accomplished the improvement in aviation safety or furthered AAM goals through the application of medical knowledge.
- b. Made a significant impact on AAM's mission.
- c. Participated in any professional activities that reflect favorably upon AAM.

11. Inspector/Investigator of the Year Award. Awarded to the AAM drug and alcohol inspector or investigator who has demonstrated skills that exemplify the highest degree of technical excellence, and has brought credit to his or her profession, and to the FAA. The nominee has performed his or her duties in a professional manner and has enhanced aviation safety. These awards are given at two levels: (a) Paybands G-I Inspectors and (b) Payband J to include Investigators and Team Coordinators. Qualifying nominations must not exceed 500 words.

Eligibility: AAM drug and alcohol inspectors and investigators.

Award Criteria: What exemplary actions did the nominee take to ensure compliance with the DOT drug and alcohol testing regulations?

Please describe how the nominee has:

- a. Made a significant impact on the Industry Drug Abatement Program through technical excellence and professionalism in the performance of his or her duties.
- b. Increased public/customer understanding of the drug and alcohol testing regulations to enhance aviation safety.

12. Regional Employee of the Year Awards. Awarded to an AAM employee in the regional program who demonstrates a superior work ethic and produces an exceptional quality of work. This employee exhibits professional dedication and significant personal initiative in accomplishing assigned tasks, or recommending administrative procedures to enhance the efficiency of the regional program and the Office of Aerospace Medicine. These awards are given at two levels: (a) Paybands A-G or equivalent FG grades and (b) Paybands H-M or equivalent FG grades. Qualifying nominations must not exceed 500 words.

Eligibility: All regional employees. Excludes personnel physically located in the regions but officially assigned to headquarters.

Award Criteria: What were the initiatives that the nominee took to enhance the efficiency of the office?

Please describe how the nominee has:

- a. Improved customer relations through his or her initiatives.
- b. Completed tasks/products that reflect professional excellence and expertise in his or her field of responsibility.
- c. Participated in external activities that reflect favorably upon the regional medical program and the Office of Aerospace Medicine.

13. Legal Instruments Examiner Award. Awarded to the legal instruments examiner who consistently demonstrates outstanding dedication, motivation, self-initiative, and team work in support of the airmen medical certification process, and also provides exceptional services in support of all customers and stakeholders. This employee exceeds performance expectations and continuously looks for better ways of improving the airmen medical certification process and increasing customer satisfaction. The nominee embraces change, provides suggestions for improvements, responds to customer needs, displays exceptional time management, supports team members, and needs minor supervisory oversight. Qualifying nominations must not exceed 500 words.

Eligibility: All AAM legal instruments examiners

Award Criteria: How has the nominee contributed to the effective and efficient administration of the airmen medical certification process?

Please describe how the nominee has:

- a. Exceeded performance expectations.
- b. Made a significant positive impact on the airmen medical certification process.
- c. Interacted effectively with customers, managers/supervisors, and co-workers.

- d. Excelled at providing high quality services to customers.

14. AAM Office of the Year Award. Awarded to the AAM organization that has displayed excellence of performance, exceptional achievement, and/or improved efficiency. An organization is defined as a branch, laboratory, staff office, or division at headquarters or CAMI, a regional aerospace medicine division, or a medical field office that performs aerospace medicine functions. Qualifying nominations must not exceed 1,000 words.

Eligibility: Any AAM organization.

Award Criteria:

- a. **Program Accomplishment.** Describe the office's operational efficiency, effectiveness, and responsiveness. Describe the process used to develop quality products and services in technical and administrative areas.
- b. **Communications.** Describe the quality and quantity of communications flow to keep employees, managers, customers, and other organizations well informed.
- c. **Customer Service.** What is the degree to which outside organizations feel that they have been well served by the aerospace medicine organization?
- d. **Positive Work Environment.** Describe how this office implemented a positive work environment. For example, how has the office encouraged employee participation, training, and self-development; ensured all employees have an equal opportunity to perform and succeed; and elevated and/or sustained employee morale.
- e. **Professionalism.** How has the office conformed to the technical, ethical, and behavioral standards that are stated or implied in the office environment.

Appendix B. AAM Awards Nomination Form**Please list the nominee or all the members of a nominated team in the grid below.**

Official Name	Grade or Job Category and Pay band	Routing Symbol	Current Position

Check one award category or one award category and subcategory if appropriate.

- ☐ Outstanding Manager
☐ Outstanding Leadership
☐ Outstanding Innovator
☐ Outstanding Team, Team Name _____
☐ Administrative Excellence (two sub-categories)
 ☐ Pay bands A-G or equivalent FG grades*
 ☐ Paybands H-M or equivalent FG grades*
☐ The William E. Collins Publication Award (two sub-categories)
 ☐ Pay bands A-G or equivalent FG grades*
 ☐ Pay bands H-M or equivalent FG grades*
☐ AAM Mission Support
☐ Outstanding Customer Service
☐ Friend of AAM
☐ Flight Surgeon of the Year
☐ Inspector/Investigator of the Year
 ☐ Pay bands G-I or equivalent FG grades for Inspectors*
 ☐ Pay bands J for Investigators and Team Coordinators*
☐ Outstanding Legal Instruments Examiner
☐ Regional Employee of the Year (two sub-categories)
 ☐ Pay bands A-G or equivalent FG grades*
 ☐ Pay bands H-M or equivalent FG grades*
☐ AAM Office of the Year

Signature of Nominee's Division Manager, Regional Flight Surgeon, Senior Regional Flight Surgeon, or CAMI Director (if not nominator)

☐ By signing above, I certify that this award nominee has not been issued, a formal Notification of Adverse Action, nor an Opportunity to Demonstrate Performance.

Routing Symbol _____ Date _____

Nominator's Name _____ Routing Symbol _____

Nominator's Signature _____ Date _____

* For Pay Bands, Levels, and FG Conversion information go to the following website:
https://employees.faa.gov/org/staffoffices/ahr/policy_guidance/hr_policies/hrpm/comp/comp-2-2c/

Appendix B. AAM Awards Nomination Form (cont'd)
Award Justification

Nominee _____

Category/Subcategory _____