

May 5, 2003

SUBJ: NEW ENGLAND REGIONAL ADMINISTRATOR'S AWARDS PROGRAM

1. **PURPOSE.** This order prescribes the policy and guidance for the New England Regional Administrator's Annual Awards Program. This honorary awards program is designed to provide a high level of honorary recognition for the accomplishments and successes of New England Region employees, regardless of Line of Business (LOB) assignment and independent of any LOB specific awards program.
2. **DISTRIBUTION.** This order is distributed to the section level and above in the Regional Office and to all field offices and facilities.
3. **BACKGROUND.** This awards program revitalizes and changes all previous Regional Administrator award programs.
4. **PROGRAM RESPONSIBILITIES.**
 - a. The Regional Administrator is responsible for providing leadership and resources (i.e., ceremony and award items) and for reviewing selections and program results. The Regional Administrator will issue separate instructions each October covering the implementation of the program for that fiscal year.
 - b. Division Managers and Staff Office Managers are responsible for supporting the awards program by encouraging participation. Travel and per diem expenses for award winners will be coordinated between the LOB and the RA's office. To the extent that the ARC has sufficient funding to cover travel and per diem expenses, the ARC will pay such expenses.
5. **NOMINATIONS AND SELECTION PROCESS.**
 - a. Nominations will be accepted during the annual call for nominations in the spring of each calendar year.
 - b. Any FAA New England Region employee, team, group, or organization may nominate another FAA New England Region employee, team, group, or organization. Contract personnel are not eligible to participate in this program.
 - c. Individuals/groups can be nominated in more than one category.
 - d. Nominations shall reflect accomplishments within the past calendar year.
 - e. Nominations must not exceed one page. [See Appendix 1 for sample format.] Do not include names of nominees in the justification narrative. [See paragraph 5i.]
 - f. Each Division and Staff Office is limited to submitting three nominations per award category and will ensure the nominations meet the award categories and criteria. This may require the Division or Staff Office to screen nominations so that the maximum of three nominations per award category per Division or Staff Office is met.
 - g. Nominations must have the concurrence of the Division/Staff Office Manager before submission to the Executive Staff, ANE-41.
 - h. Nominations will be reviewed and rated by a selection committee appointed by the Regional Administrator. The committee may include business and civic leaders as well as FAA employees.
 - i. To facilitate objectivity, the selection committee will employ a rating process where the raters will not be told who they are rating.

Distribution:

Initiated By:

6. CATEGORIES AND RATING CRITERIA.

a. **Program Excellence - Employee of the Year:** Recognizes an individual for a major contribution towards accomplishment of an agency program or goal. The winner in the Program Excellence category will be honored as the New England Region Employee of the Year.

Rating Criteria: Identify accomplishments that have significantly contributed to an agency program or goal; the impact of the achievement on the agency and the aviation community; outstanding customer feedback; significant impact, 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: Describe specific accomplishments and the manner and extent to which they were performed clearly beyond normal job expectations. Describe the results of the individual's dedication/commitment to organization and the impact their performance has had on those served.

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: Describe how the team members work together effectively in carrying out an assignment and give at least one example of an activity that displays cooperation, coordination, collaboration, and group process skills. Describe any problem-solving activities, innovative and creative techniques, improvements, or cost savings. Describe the results accomplished by the group or team, such as objectives met, solutions found, and processes improved or changed.

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: 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. Describe results of leadership and supervision 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: 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. Describe results of collaboration and value added to agency mission, goals or services.

f. **Customer Service:** Recognizes an individual or group for significant, value-added operational and administrative services to a customer.

Rating Criteria: Identify 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. Describe results achieved and impact on others.

g. **Model Work Environment:** Recognizes an individual or group for results-oriented model work environment programs.

Rating Criteria: Identify accomplishments for developing, implementing, and integrating goals and actions that resulted in changes/improvements in the workforce/workplace. Changes may be in the areas of sensitivity and fairness in the treatment of employees; improvement in motivational factors (recognition, achievement, growth, advancement); increase representation of underrepresented groups in the organization; and improvement in the quality of work life.

h. Technical Support: Recognizes an individual or group for extraordinary technical efforts and accomplishments in support of the agency's safety mission.

Rating Criteria: Describe specific accomplishments, and the complexity, manner and extent to which they affected aviation safety, the aviation community, and public confidence in aviation or aviation technology. Describe extraordinary work conditions or demands, obstacles surmounted, solutions and the results and impact of the accomplishments on those served.

7. RECOGNITION CEREMONY. Nominees and winners will be recognized at an awards ceremony.

A handwritten signature in cursive script that reads "Amy L. Corbett".

Amy L. Corbett
Regional Administrator