



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

**ORDER
NM 3450.4E**

Northwest Mountain Region Policy

Effective Date:
03/12/18

SUBJ: Regional Administrator Awards

1. Purpose of This Order. This order is to allow the Regional Administrator to recognize the highest level of performance excellence by regional employees through use of the Regional Administrator's (RA) Award.

2. Audience. All Federal Aviation Administration (FAA) employees associated with the Northwest Mountain Region (ANM).

3. Where Can I Find This Order? This order is available on the MyFAA employee website at https://employees.faa.gov/tools_resources/orders_notices/ and on the FAA website at http://www.faa.gov/regulations_policies/orders_notices/.

4. Cancellation. This Order cancels FAA Order NM 3450.4D, Departmental, Regional Administrator, and Federal Executive Board Awards, dated 11/24/92.

5. Policy. Categories of recognition provide a means for recognizing employees at all grade levels and from all disciplines for performance excellence. Each year the RA's office will broadcast via email a Call for Nominations to all Northwest Mountain Region employees. A review panel will independently rate each nomination against the category criteria. The award categories are Administrative Excellence, Professional / Program Excellence, Staff Excellence, Team Excellence, Career Achievement, Customer Service, Excellence in Diversity, Excellence in Innovation, Leadership, Partnership, Volunteer Service, Valor, and Meritorious Achievement. At the RA's discretion, they can award special awards to outstanding employee contributors. These categories are Above and Beyond, Top Performer, Inspiring Leader, and Aviation/Aerospace Partnership. RA Awards for Excellence are the highest regional honor given to an employee, and nominations not fully meeting or exceeding the defined criteria will not be awarded.

The nominations must be written in clear, precise language, and must fully address each applicable item. The following criteria will be used in evaluating award nominations.

a. Administrative Excellence: Recognizes employees in clerical, lower-level technical, administrative support, or financial support positions who demonstrated a dedication to excellence and substantially contributed to the overall success of the agency and its customers. They demonstrate exemplary performance and initiative to produce consistently superior work products.

Eligibility: ANM employees in all occupations and all grade levels.

b. Professional / Program Excellence: Recognizes employees considered prominent in their field of expertise or those who have displayed excellence in leadership and communication at all levels of the organization. This individual is consistently sought out for authoritative guidance for technical or professional matters in their field of expertise. The efforts of this individual made a major or substantial contribution toward the accomplishment/achievement in their field of expertise or for a regional program, goal, or initiative.

Eligibility: ANM employees in all occupations and all grade levels. Recipients are typically assigned to positions in the Professional, Technical, Engineering, Technician, or other Specialized job categories.

c. Staff Excellence: Recognizes employees who performed superior staff work, program oversight, detailed staff studies or detailed program evaluation/analysis.

Eligibility: ANM staff professionals at all grade levels. Recipients are often be assigned to positions in the 301 or 343 series.

d. Team Excellence: Recognizes teams for exemplary, innovative, successful and timely work that met or exceeded major goals and resource requirements. They performed professionally and inclusively, providing a collaborative environment that recognized the value of all team members' contributions.

Eligibility: ANM employees in all occupations and grade levels.

e. Career Achievement: Recognizes long-time employees whose on-the-job behavior and performance has served as a positive model for others and leaves a positive impact on their organization. Fellow workers have a high regard for this individual's work contributions, professional demeanor and can-do attitude. The mention of their name brings to mind the vision of the "ideal employee."

Eligibility: ANM employees in all occupations and all grade levels.

f. Customer Service: Recognizes employees who provided exemplary support to fellow employees and outside organizations and individuals in a highly professional manner. They assume additional responsibilities; take time to assist others in many areas and in general go well beyond normal expectations of professional conduct.

Eligibility: ANM employees in all occupations and grade levels.

g. Excellence in Diversity: Recognizes employees who actively promoted the principles of diversity and inclusion. Employees who strive to create a model Equal Employment Opportunity Workplace through their commitment to the principles of diversity demonstrate, through their successful interactions with their peers, subordinates and superiors, dignity, respect and concern for their co-workers. This includes serving as a role model by instituting proactive measures that create a positive work environment where employee differences, viewpoints and perspectives are allowed to thrive. This individual consistently supports and institutes principles of diversity that raise awareness.

Eligibility: ANM employees in all occupations and grade levels.

h. Excellence in Innovation: Recognizes employees who identified innovations or process improvements that are of major significance or benefit to their customers. Innovation could consist of improvements to existing policies, procedures or processes that save time, cut red tape or increase productivity.

Eligibility: ANM employees in all occupations and grade levels.

i. Leadership: Recognizes the accomplishments of employees who displayed excellence in leadership, demonstrated effective communication skills at all levels of the organization and made a substantial contribution to the organization. They effectively balance organizational and employee needs, and lead successful efforts to achieve organizational goals by consistently encouraging employee participation in the decision making process.

Eligibility: Managers or Supervisors not covered by the FAA Executive system

j. Partnership: Recognizes an employee or group who demonstrated a highly successful collaborative effort with an internal or external customer organization, which reflected favorably on the FAA and its mission.

Eligibility: ANM person or group meeting the award criteria.

k. Volunteer Service: Recognizes employees who made significant contributions through any of the volunteer programs for which FAA provides support or sponsorship, or provided service to an organization within his or her community.

Eligibility: ANM employees in all occupations and grade levels.

l. Valor: Recognizes an employee or group of employees that displayed extraordinary courage to preserve lives or defend public property. The nominations must describe the Act of Valor in full detail. The description should include the situation, personal risk involved, actions taken, results of the action taken, and individuals impacted.

Eligibility: ANM employees in all occupations and grade levels.

m. Meritorious Achievement: Recognizes an employee's contribution that has significant impact to aviation safety, the aviation community or accomplishment of FAA goals or objectives.

Eligibility: ANM employees in all occupations and grade levels

6. Special awards to outstanding employee contributors:

a. Above and Beyond: Recognizes an employee/manager who does not fit specifically in one of the award categories, but deserves to be recognized for the quality of their work and its positive reflection on the agency and mission. The name of the award really describes what the person has done. They do more, give more, contribute more than is required, and do it willingly. They care about the success of the agency and meeting the needs of our customers, and it shows.

b. Top Performer: Recognizes an employee for ongoing, outstanding performance coupled with a unique ability to anticipate and complete what needs to be accomplished, often even before others recognize it. This individual is known and respected for continuous high quality of their work and innovative ideas both within the FAA and outside the FAA. The award recipient handles unusually heavy workloads while assisting others and accepting additional important assignments that reflect in a positive manner on their respective organization.

c. Inspiring Leader: Recognizes a manager or supervisor for outstanding, proactive leadership that others desire to emulate. This individual clearly demonstrates a high level of honesty and integrity coupled with the courage to provide insightful leadership and clear-purpose communications under challenging circumstances. The award recipient instills hope and trust in those they lead, and provides a clear direction and vision both for today and the future.

d. Aviation/Aerospace Partnership: Recognizes an outside agency/organization that made a major contribution toward aviation safety and the accomplishment of the FAA Flight Plan objectives. The agency/organization recognizes the value of customer service to meeting the needs of their organization as well as reflecting favorably on the FAA and its mission.

7. Nomination Procedures:

An individual, team, group, or organization may submit nominations (self-nominations are not accepted). Nominations must be submitted through the Awards Coordinators who will in turn submit it to the appropriate Immediate Supervisor and Division Manager, Director, or Line of Business (LOB) Manager, for signature and to ensure award definitions and criteria are met for panel review.

8. Ranking Factor Criteria:

a. Benefit: The degree to which the nominee's work has assisted customers, other organizations, or external entities affected by FAA programs and services.

b. Communication Skill: The degree to which the nominee has advanced organizational objectives and satisfied work requirements by communicating clearly and effectively with customers, peers, or higher-level officials.

c. Competence: The degree to which nominee has successfully applied subject-matter knowledge and has efficiently used time and resources to deliver work products that are authoritative and timely.

d. Empowerment: The degree to which the nominee incorporates diverse viewpoints and shared contributions to accomplish goals and deliver products and services.

e. Goals and Accomplishments: The degree to which the nominee has met his or her own assigned goals, has assisted others to meet their goals, and has contributed to accomplishing organizational goals.

f. Horizontal Integration: The degree to which the nominee collaborated with individuals or teams from one or more different organizational units to accomplish goals and/or deliver high quality products and services.

g. Impact on the Organization: The degree to which the nominee has enabled the organization to maximize output, respond to changing conditions and requirements, deliver products and services of the highest quality, and confront difficult organizational challenges.

h. Initiative: The degree to which the nominee has proactively identified and addressed impending requirements and challenges.

i. Innovation: The degree to which the nominee has identified and successfully advocated changes that improve organizational performance or the quality of products and services.

j. Integrity/Professionalism: The degree to which the nominee has honored commitments and has improved his or her own skills and capabilities.

k. Leadership: The degree to which the nominee has guided or effectively involved others in delivering high quality products and services.

l. Support to the Organization: The degree to which the nominee has furthered organizational objectives, identified creative solutions to challenges confronting the organization, and responded to exigencies by assuming responsibilities not normally part of his or her position.

m. Use of Resources: The degree to which the nominee has used financial and human resources to improve organizational performance or implement new initiatives.

9. Review and Approval:

a. All Regional Administrator Awards, except for Valor, are limited to one recipient each per year. The granting of other awards or forms of recognition to an employee will not preclude receipt of the Regional Administrator's Award, provided the appropriate criteria are met.

b. An ad hoc panel will be formed to screen and give a numeric ranking for all award categories except for the RA Special Awards. The panel will consider the contributions of the nominee in relation to the criteria contained in this Order. The panel's recommendations will then be forwarded to the Regional Administrator.

c. Each recipient of the Regional Administrator's Honorary Award will receive an award fashioned to the theme of the event presentation and a certificate suitable for framing.



David C. Suomi
Regional Administrator

