



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

**ORDER
NM 3450.4G**

Northwest Mountain Region Policy

Effective Date:
11/16/2023

SUBJ: Northwest Mountain Regional Administrator's Awards Program

1. **Purpose of This Order.** This order establishes the Northwest Mountain Regional Administrator's (RA) Awards Program and provides basic policy and procedural guidance as well as an implementation guide. The purpose of the awards program is to provide a means of recognition to employees who have made specific contributions to the Northwest Mountain Region.
2. **Audience.** All Federal Aviation Administration (FAA) employees associated with the Northwest Mountain Region (ANM). An ANM employee is defined as an employee whose duty station is located in 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 3450.4F, Regional Administrator's Awards, dated 08/09/2022.
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. RA Awards for Excellence are the highest regional honor given to an employee, and only nominations fully meeting or exceeding the defined criteria will be awarded.

The nominations must be written in clear, precise language, and must fully address each applicable item. The following criteria will be used by an independent review panel in evaluating award nominations in each of the listed categories.

- a. **Administrative Excellence:** This category recognizes employees in clerical, technical, administrative, or financial support positions who demonstrated a dedication to excellence and substantially contributed to the overall success of the agency and its customers. The recipient demonstrates exemplary performance and initiative to produce consistently superior work products.
Eligibility – ANM employees in all occupations and grade levels.
Ranking Factors – Impact on the Organization; Goals and Accomplishments; Leadership; Integrity/Professionalism; and Benefit.
- b. **Professional/Program Excellence:** This category 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 consistently shares

authoritative guidance for technical or professional matters in their field of expertise. The efforts of this individual made a substantial contribution towards the accomplishment or achievement, in their field of expertise, for a regional program objective or initiative.

Eligibility – ANM employees in all occupations and grade levels.

Ranking Factors – Competence; Horizontal Integration; Communication Skills; Benefit; and Integrity/Professionalism.

- c. **Staff Excellence:** This category recognizes employees who performed superior staff work, program oversight, detailed staff studies or detailed program evaluation/analysis.
Eligibility – ANM staff positions at all grade levels, usually in the 301 or 343 series.
Ranking Factors – Support to the Organization; Communication Skills; Competence; Integrity/Professionalism; Impact on the Organization; and Horizontal Integration.
- d. **Team Excellence:** This category recognizes a team 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.
Ranking Factors – Benefit; Empowerment; Communication Skills; Integrity / Professionalism; and Horizontal Integration.
- e. **Excellence in Customer Service:** This category recognizes employees who provided exemplary support to fellow employees and outside organizations and individuals in a highly professional manner. They assumed additional responsibilities, took time to fully assist others, and significantly exceeded expectations of professional conduct.
Eligibility – ANM employees in all occupations and grade levels.
Ranking Factors – Initiative; Integrity/Professionalism; Communication Skills; and Benefit.
- f. **Excellence in Diversity:** This category recognizes employees who actively promoted the principles of diversity, equity, and inclusion. Employees who strived to create a Model Equal Employment Opportunity Workplace through their commitment to the principles of diversity, dignity, respect, and concern for their co-workers. This includes serving as a role model by instituting proactive measures that fostered a positive work environment where employee differences, viewpoints and perspectives thrived.
Eligibility – ANM employees in all occupations and grade levels.
Ranking Factors – Initiative; Integrity/Professionalism; Communication Skills; Empowerment; and Benefit.
- g. **Excellence in Innovation:** This category 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 improved efficiency and increased productivity.
Eligibility – ANM Employees in all occupations and grade levels.
Ranking Factors – Innovation; Benefit; Use of Resources; Initiative; Impact on the Organization; and Horizontal Integration.
- h. **Excellence in Leadership:** This category 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 balanced organizational and employee needs, plus led successful efforts

to achieve organizational goals, by consistently encouraging employee participation in the decision-making process.

Eligibility – ANM Managers or Supervisors not covered by the FAA Executive system.

Ranking Factors – Leadership; Use of Resources; Communication Skills; Support to the Organization; Goals and Accomplishments; and Empowerment.

- i. **Excellence in Partnership:** This category 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 individual or group meeting the award criteria.
Ranking Factors – Impact on the Organization; Communication Skills; Benefit; Initiative; Integrity/Professionalism; and Horizontal Integration.
- j. **Excellence in Volunteer Service:** This category recognizes an employee who made significant contributions as an Outreach Representative through the FAA STEM AVSED program.
Eligibility – ANM employees in all occupation and grade levels.
Ranking Factors – Use of Resources; Benefit; Initiative; and Leadership.
- k. **Career Achievement:** This category recognizes long-term employees whose on-the-job behavior and sustained high performance created a lasting, positive impact on the organization.
Eligibility – ANM employees in all occupations and grade levels.
Ranking Factors – Initiative; Integrity/Professionalism; Communication Skills; and Benefit.
- l. **Meritorious Achievement:** This category recognizes an employee’s contribution that had significant impact to aviation safety, the aviation community or accomplishment of FAA goals or objectives.
Eligibility – ANM employees in all occupations and grade levels.
Ranking Factors – Impact on the Organization; Goals and Accomplishments; Benefit; Initiative; Integrity/Professionalism; and Horizontal Integration.
- m. **Valor:** This category recognizes an employee or group of employees who displayed extraordinary courage to preserve lives or defend public property. The nomination 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.
Ranking Factors – Leadership; and Initiative.

Ranking Factor Definitions:

- **Benefit:** The degree to which the nominee’s work has assisted customers, other organizations, or external entities affected by FAA programs and services.
- **Communication Skills:** 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.

- **Competence:** The degree to which the nominee successfully applied subject-matter knowledge and had efficiently used time and resources to deliver work products that were authoritative and timely.
- **Empowerment:** The degree to which the nominee incorporated diverse viewpoints and shared contributions to accomplish goals and deliver products and services.
- **Goals and Accomplishments:** The degree to which the nominee met one's assigned goals, assisted others to meet their goals, and contributed to accomplishing organizational goals.
- **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.
- **Impact on the Organization:** The degree to which the nominee enabled the organization to maximize output, responded to changing conditions and requirements, delivered products and services of the highest quality, and confronted difficult organizational challenges.
- **Initiative:** The degree to which the nominee proactively identified and addressed impending requirements and challenges.
- **Innovation:** The degree to which the nominee identified and successfully advocated changes that improved organizational performance or the quality of products and services.
- **Integrity/Professionalism:** The degree to which the nominee honored commitments and improved personal skills and capabilities.
- **Leadership:** The degree to which the nominee guided or effectively involved others in delivering high quality products and services.
- **Support to the Organization:** The degree to which the nominee furthered organizational objectives, identified creative solutions to challenges confronting the organization, and responded to exigencies by assuming responsibilities not normally part of one's position.
- **Use of Resources:** The degree to which the nominee used financial and human resources to improve organizational performance or implement new initiatives.

Award Criteria:

- a. Accomplishments that (1) contribute significantly toward achievement of FAA goals, objectives, and initiatives; (2) have a significant impact on the success of the organization, FAA, and/or the aviation community; (3) are achieved through horizontal integration between two or more organizational units; or (4) result in outstanding customer feedback.
- b. The following may also be considered: (1) significant impact, recognition, or acclaim within a professional community or group; (2) other forms of recognition given for the same accomplishment; (3) the creation of a product developed through unusual skill, imagination, innovation, leadership, and/or perseverance.

Nomination Procedures:

An individual, team, group, or organization may submit nominations through their immediate supervisor. The immediate supervisor will ensure the award definitions and criteria are met, and then obtain appropriate signatures by the Division Manager, Director, or Line of Business/Staff Office (LOB/SO) Manager before submitting. Self-nominations will not be accepted.

Review and Approval:

- a. All Regional Administrator's award categories, except for Valor and Special Awards, are limited to one recipient/team 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 be provided to the Regional Administrator for approval.

Special Awards to Outstanding Employee Contributors:

Annually, the RA will determine the special award categories to recognize an FAA employee who deserves to be recognized for the quality of their work and its positive reflection on the agency and mission.

Awards and Certificates

- a. When an award is given to an individual or to a team composed of nine or fewer individuals, each awardee will receive an award and a certificate (physical or electronic).
- b. When an award is given to a team composed of ten or more individuals, each awardee will receive a certificate and a single award will be provided to the team.



Grady Stone
Regional Administrator
Northwest Mountain Region