PHYSICAL PLANT
OPERATING POLICY AND PROCEDURE

PP/OP 03.07A:  Awards Program – Nominations and Award Criteria
Section “A”

DATE:  November 19, 2002

PURPOSE

The purpose of this Physical Plant Operating Policy and Procedure (PP/OP) is to ensure that individuals or groups receive timely public recognition for outstanding contributions toward successful accomplishment of the division's mission:

... Provide building and service environments conducive to achieving the highest standards of excellence in teaching, research, and public service activities while meeting our own needs for well-being and growth.

Further, it will provide a method of awarding Physical Plant employees who strive for and achieve excellence. Information concerning Physical Plant safety and attendance awards is in PP/OP 02.01 and 03.03, respectively. This PP/OP supplements, but does not replace TTU OPs. For information concerning award programs administered at university level, see the appropriate university OP.

REVIEW

This PP/OP will be reviewed by the Awards Committee, forwarded to the Director’s immediate staff for action, and then to the Director for Physical Plant approval by November 1 of each odd numbered year (ONY). The awards committee may revise the OP at any time, provided the new draft is forwarded for final signatures.

1. Nominations:
   a. Nomination forwarded to the awards committee will contain a detailed explanation of the specific action(s) for which the recipient is being nominated and the result of the action(s) in terms of improved performance, enhanced customer relations, cost savings, or other factors deserving recognition.
   b. The nomination must be neatly written or typed and submitted to the nominee's direct supervisor.
c. The nomination will be forwarded to the next level supervisor within one working day of having received the nomination.

d. Directors and supervisors will include additional comments specific to the nomination, not just an endorsement of the document. After the department director or associate director has made his/her recommendation, the original nomination document will be forwarded to the manager for physical plant human resources.

e. Once in the HR office it will be checked against the employee’s file on a case-by-case basis (not to exceed one (1) year of previous history) for disciplinary actions and attendance, which could exclude the individual from receiving an award. Action will not progress until the nomination is received with the comments/signatures from the directors and supervisors.

f. The nomination will then be evaluated and voted upon by the Awards Committee. **Nominations with insufficient detail will be rejected.**

2. Award Committee Voting:

a. The criteria (as outlined in Section 3) will be used when considering each award for approval.

b. The committee will have two (2) votes on the first round when selecting employees for Employee of the Year, Employee of the Quarter, or Sustained Performance. Those not receiving sufficient votes to proceed into the next round will be eliminated. The members will have only one vote on the second round.

c. When an Awards Committee member is nominated for an award, a secret ballot will be taken from each member. The results of the first vote will determine who will make it to the second round of voting. On the second round of voting only one name will be selected from the remaining names.

3. Award Criteria

a. **Employee of the Year:** The most outstanding Physical Plant employee; the individual who has contributed the most to the division for the past fiscal year. This individual is selected from among Employees of the Quarter and Sustained Performance award winners.
b. **Sustained Performance Award:** Awarded for continuous superior performance and excellence reflecting outstanding dedication and achievement over a period of at least one fiscal year. Nominations will be taken once a year no later than the last working day of September. (See Attachment C.)

c. **Employee of the Quarter:** Awarded to individuals who have contributed the most significantly to the division over the quarter. Each level of supervision should provide additional comments to endorse each nomination. (See Attachment B.)

d. **Customer Relations Award:** Awarded for an action that improves relations with a customer or improves customer satisfaction. This award may be recommended in response to a communication from an internal/external customer or in response to favorable public recognition for Texas Tech University and/or the Physical Plant when specifically identifying the employee and the action. A copy of the public recognition must be attached to the nomination if not specific to the Physical Plant. (See Attachment B.)

e. **Fix the Process Award:** Awarded for suggesting or implementing a change to a process within the Physical Plant that results in improved performance, significant cost savings, reduced administrative burden, more timely accomplishment of assigned tasks and/or other operational improvements. (See Attachment B.)

f. **Special Act Award:** Awarded for a single outstanding act reflecting superior dedication and/or achievement. (See Attachment B.)

g. **Employee Process Improvement Team (EPIT):** Awarded for superior performance while serving as a team member and recognized by other members of that specific team. Someone who served on the team with the nominated individual must make nominations for EPIT awards. (See Attachment B.)

h. **On-the-Spot:** Awarded without delay following a specific outstanding act to provide immediate recognition for outstanding performance. An employee's direct supervisor or above may, at any time, present this award. No other approval is required. A written copy of the specific action will be distributed as follows:

(1) Awards Committee and

(2) Employee(s') Personnel Record.
i. SERVICEplus, "I Care" grams, On-the-Spot, and Director's Special Recognition awards are supported by the Awards program. The Awards Committee is not required to review requirements for these awards. They are presented at the Director level.

3. Presentations of Awards

All awards, with the exception of an On-the-Spot award, should be acknowledged by director for physical plant, associate director for physical plant, or the director of the particular section, in a timely manner in the presence of the award recipient's(peers).

4. Attachments

a. Refer to Attachment A for single sheet synopsis for bulletin board display.

b. Refer to Attachment B for sample nomination form. Any written form is acceptable. Original nomination forms can be obtained in the Human Resources office.

c. Refer to Attachment C for sample nomination form for Sustained Performance. Any written form is acceptable. Original nomination forms can be obtained in the Human Resources office.

d. Refer to Attachment D for sample acknowledgement form for presentation.

RESPONSIBILITIES

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<tr>
<th>POSITION</th>
<th>SECTION</th>
<th>MONTH</th>
<th>DAY</th>
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<tr>
<td>Awards Committee</td>
<td>Review</td>
<td>Nov</td>
<td>1</td>
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APPROVED:____________________
Reviewer

APPROVED:____________________
Director for Physical Plant