

OPERATING POLICY AND PROCEDURE

MEMORANDUM TO: All Holders of Physical Plant Operating Policy and Procedure Manuals

DATE: September 17, 2008

SUBJECT: Awards Program

PURPOSE

The purpose of this Physical Plant Operating Policy and Procedure (PP/OP) is to provide guidelines for committee membership, committee responsibilities, award processing, and recognition for award winners. Information concerning Physical Plant safety is in PP/OP 02.01. This PP/OP supplements, but does not replace, university 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 and forwarded through the associate managing director for physical plant to the managing director for physical plant for approval in November of every three years or as needed. The awards committee may revise the OP at any time, provided the new draft is forwarded for final signatures.

PROCEDURE

1. Committee Membership:

This Committee will consist of 10 volunteer representative employees from each area, a secretary and an advisor as follows:

- a. Administration (includes HR, IS, Garage, Safety/Fleet, Planning & Training, MailTech, Material Resources and Business Office) - two
- b. Engineering Services – one
- c. BMC – three
- d. Utilities – two
- e. Physical Plant Services (Custodial) – two
- f. The non-voting secretary and an advisor appointed by the Managing Director for Physical Plant

The secretary will solicit volunteer representatives as needed. A list will be compiled for the area director to select replacements.

All new committee members will meet with the secretary before their term begins to review the awards program. At this time an Awards Program Notebook relating to the awards will be given to the new member.

2. Committee Member Eligibility:

- a. Members must be employed for one (1) year at the Physical Plant and will serve a two (2) year term. An employee may serve again after a one (1) year absence.
- b. Employees in a Supervisory position are not eligible to serve on the awards committee.
- c. A member will serve six (6) months on the committee before being eligible for the chairperson position unless circumstances dictate otherwise.
- d. If a member voluntarily resigns, s/he would be rendered ineligible to serve again for two years. Notice of resignation should be given to the chairperson or secretary.
- e. Committee Members will not be eligible for Employee of the Quarter, Sustained Performance or Employee of the Year. They will be eligible for all other awards.

3. Committee Meetings:

This committee will meet on the first (1st) Thursday of each month or as required by the committee chairperson. All committee members will be provided an agenda on the Tuesday prior to the meeting.

4. Committee Member Responsibilities:

- a. Chairperson will:
 - (1) Conduct each meeting efficiently and effectively, keeping each member on task.

- (2) Work closely with the secretary to ensure all communications are processed.
- (3) Ensure all committee members are attending meetings and performing the responsibilities for which they volunteered.
- (4) Provide monthly meeting agenda to committee members on the Tuesday prior to the meeting.
- (5) Will vote only when tie breaker is needed.

b. Committee Members will:

- (1) Solicit nominations for the Employee of the Quarter and Sustained Performance Awards. Solicitation includes verbal, e-mail, or written communication.
- (2) Nominations will be discussed and voted upon separately.
- (3) Provide timely award distribution to all award recipients.
- (4) Order Jacket or purchase item from Double T/Tech Traditions store for Employee of the Quarter/Year.
- (5) Obtain photograph of the Employee of the Quarter, Sustained Performance, and Employee of the Year recipients.
- (6) Post award photographs of Employee of the Quarter, Employee of the Year, and Sustained Performance on the "Texas Tech Physical Plant Employee Recognition Board."
- (7) Maintain stock of award items.
- (8) Update the operating policy and procedure as needed or every other year.
- (9) Identify any equipment needed during a committee meeting or award ceremony.
- (10) Hold elections for chairperson and vice chairperson prior to the end of the current chair's term or as needed.

c. Committee Secretary will:

- (1) Maintain a supply of nomination forms and make available to all employees.
- (2) Maintain a confidential file of all nominations received until the next awards meeting is held.
- (3) Review each nominee's personnel folder for any disciplinary actions or attendance issues (refer to PP/OP 03.03) that might exclude the individual from receiving an award.
- (4) Review and forward all nominations for proper submittal through the supervisory level. Director/Associate Director is required to acknowledge receipt of the nominations in their area.
- (5) Provide copies of the nominations to committee members during meetings.
- (6) Communicate the results of the nominations to the supervisor(s) nominee(s). This can include approval/disapproval of an award, return for further information, or recommend resubmission of the nominee for a different award.
- (7) Request plaques and name plates from the BMC Sign Shop as needed.
- (8) Keep record of members' terms and responsibilities.
- (9) Provide articles for the Que Paso Newsletter.
- (10) Provide training for new members.
- (11) Assist with any of the member responsibilities as needed.

5. Committee Member Voting:

- a. The definitions (as outlined on pages 6-8) will be used when considering each award for approval

- b. In order to vote on nominations, a minimum of 51 % of the members must be present. There will be no proxy voting.
 - c. Voting will be done through process of elimination in rounds.
 - d. Voting will be as follows:
 - (1) Employee of the Quarter – two (2) rounds
Round one (1) – each member will vote for two (2) nominees
Round two (2) – each member will vote for one (1) remaining nominee
 - (2) Employee of the Year and Sustained Performance – three (3) rounds
Round one (1) – each member will vote for three (3) nominees
Round two (2) – each member will vote for two (2) nominees
Round three (3) – each member will vote for one (1) remaining nominee
 - (3) The chairperson will vote in the event of a tie.
6. Award Eligibility:
- a. All Physical Plant full-time, benefits-eligible employees are eligible to be nominated for any award including Sustained Performance. If the employee is in a supervisory position s/he will not be eligible for Employee of the Quarter or Employee of the Year award.
 - b. Employee of the Quarter and Sustained Performance award nominees must be employed for one (1) year, have no disciplinary actions for one (1) year and must not have over 40 hours lost production time.
7. Award Nominations:
- a. Nomination 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. **Nominations with insufficient detail will be returned for more details.**

- b. All nominations must be neatly written or typed and submitted to the secretary for processing.
 - c. Directors and supervisors are encouraged to provide additional comments specific to the nomination, not just an endorsement of the document. A no comment endorsement will be viewed as a positive affirmation. After the section director or associate director has made his/her recommendation, the original nomination document will be forwarded to the secretary.
 - d. The secretary will check all nominations against the employee's file on a case-by-case basis (not to exceed one (1) year of previous employment history) for disciplinary actions and attendance. Letters of Counseling, Reprimands, and 40 or more Lost Production Time hours. These are examples of actions that 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. The secretary will make recommendations regarding the nomination to the committee for final determination.
 - e. The nominations will then be reviewed and voted upon by the Awards Committee except for Customer Relation, Special Act and Fix the Process will be automatically approved unless the secretary determines the committee should review and vote accordingly.
 - f. The secretary will forward award letter to Supervisor to distribute to award recipient. The original nomination will be placed in the employee's personnel file.
8. Awards Definition:
- 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 recipients. In November of each year, the awards committee will vote on and select the Physical Plant Employee of the Year for the previous fiscal year.

- 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.) The secretary will compile the nominations, which will be distributed to the Physical Plant Awards Committee at the October meeting. Members will review the nominations and vote accordingly.
- c. ***Employee of the Quarter:*** Awarded to individuals who have contributed the most significantly to the department over the quarter. Each level of supervision should provide additional comments to endorse each nomination. (See Attachment B) Nomination deadline will be the Monday before the first meeting of the next quarter. Each Physical Plant area is encouraged to submit a nomination. The nomination must be submitted to the awards secretary for processing. Members will review the nominations with the justification and vote accordingly.
- d. ***Customer Relations:*** 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. (See Attachment D)
 - i. SERVICE*plus*, "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.
9. Presentation of Awards:
- a. Employee of the Year and Sustained Performance awards will be presented at the Physical Plant Annual Awards Ceremony held in December.
 - b. Employee of the Quarter award will be presented to the employee at their supervisor's discretion and will be acknowledged at the Physical Plant Annual Awards Ceremony held in December.
 - c. All other awards will be presented at the supervisor's discretion in a timely manner in the presence of the award recipient's(s') peers.
 - d. The name, picture, and a brief biography of the *Employee of the Quarters and Employee of the Year* recipients will be published in the *Que Paso*. The name of the Sustained Performance and Customer Relations recipients will be published in the *Que Paso*.

- e. Photograph will be placed on the "Texas Tech Physical Plant Employee Recognition Board" in the West foyer of the Physical Plant Building. This board will contain the picture and name of the Employee of the Year, each Employee of the Quarter for the current and previous fiscal year, and all Sustained Performance recipients. Pictures will be rotated upon change of the fiscal year.
- f. Annual Awards Ceremony will be held each December.

10. 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 acknowledgment form. Any written form is acceptable. Original nomination forms can be obtained in the Human Resources office.

RESPONSIBILITIES

<u>POSITION</u>	<u>SECTION</u>	<u>MONTH</u>
Associate Managing Director for Physical Plant	Review	Nov (Every 3 Years)

Approved: _____
Reviewer

Approved: _____
Managing Director for Physical Plant