



Operations Division Awards Program

Award Eligibility

- Employee of the Quarter (EOQ) – All Supervisory positions are ineligible
- Employee of the Year (EOY) – All Supervisory positions are ineligible
- Service Excellence (SE) – FOR EOQ, EOY & Customer Relations ONLY
- Sustained Performance (SP) – All staff eligible (supervisors will be excluded for EOY selection)

Committee Members – Are not eligible for EOQ, SP or EOY. Eligible for all other awards.

Directors - Are not eligible for any award

Awards Categories

- Customer Relations (CR) - awarded for an action(s) which improves relations with a customer(Attach customer comments)
- Employee of Quarter (EOQ) - awarded to the individual who has contributed the most significantly to the division over the quarter. Committee Review/Approval Required
- Employee Process Improvement Team (EPIT) - awarded for superior performance while serving as a team member.
- Fix the Process (FTP) -awarded for an improvement of a process
- Service Excellence (SE) – awarded to only recipients of EOQ, EOY & Customer Relations awards
- Special Act (SA) - awarded for a single outstanding act
- Sustained Performance (SP) - Awarded for continuous superior performance and excellence reflecting outstanding dedication to duty and achievement over a period of at least one fiscal year. Committee review/approval

Nomination Verification\Committee Approval of Nominations for EOQ and SP

- Must be eligible (not in a supervisory position, Director or Comm. Member)
- Must be employed for 1 year
- No Disciplinary – Check 1 year back
- Attendance – Not have over 40 hrs. unscheduled absence
- Nomination Form Completion
- Cannot accept a nomination after the deadline

Nomination Verification\Director Approval for all other awards

- Must be eligible, no disciplinary and nomination form completed