

## HUMAN RESOURCES MANAGEMENT AWARDS

### OUTSTANDING SERVICING PERSONNEL OFFICE

This award is designed to recognize a servicing personnel office for outstanding accomplishments and customer service. It will be given to a Servicing Personnel Office that has shown leadership, vision, accomplishments, creativity and top-quality service.

### OUTSTANDING HUMAN RESOURCE MANAGEMENT PROFESSIONAL

This award is designed to recognize a human resources/personnel management professional for accomplishments, creativity, program development, and customer service.

### OUTSTANDING PERSONNEL OFFICER

This award will recognize a personnel officer, either field or bureau level for accomplishments, creativity, and program development, customer service, and management of a personnel program.

### OUTSTANDING PERSONNEL ASSISTANT

This award will recognize an employee in the clerical and assistant ranks for accomplishments, program support, customer service, creativity, and overall excellent performance.

### OUTSTANDING HUMAN RESOURCES MANAGEMENT PROGRAM

This award will recognize an entire bureau/office human resources program for creativity, service delivery, program effectiveness, and overall excellence.

### CRITERIA

All nominations will be judged by the following criteria, as appropriate. Each nomination must address each of the following criteria to receive full consideration.

#### *Program Development:*

The human resources program is broadly based with significant development of various aspects of human resources areas. This would be evidenced by a program having highly functioning staffing, employee/labor relations, classification/compensation, employee development/training programs and other program areas that not only cover required activities but show development of other initiatives such as family friendly and work life issues, strategic planning issues, workplace diversity, and adaptation of relevant technology.

*Customer Service:*

Customer service, demonstrated by a high level of customer satisfaction with services and products. This could be evidence by customer satisfaction surveys, formal reviews and assessments of the program, and notable anecdotal information.

*Technical Excellence:*

Technical competence, as demonstrated by a high level of technical expertise and effective application of current information and policies. This could be evidenced by customer satisfaction survey, formal reviews and assessments of the program, and anecdotal information.

*Innovation:*

Innovation, demonstrated by the application of new or novel ideas or the combination of familiar elements in a way that creates innovation.

*Effectiveness/Impact:*

Effectiveness, demonstrated by evidence that the program has made substantial progress toward its intended aims and its impact on an important Departmental/Bureau goal.

*Transferability:*

Transferability, or the degree to which it shows promise of inspiring successful replication by other governmental units.

*Productivity:*

Productivity evidenced by successful completion of a large volume of work, in spite of any staff and resource shortages.

## EVALUATION PROCESS

A committee selected by the Deputy Assistant Secretary – Human Resources and Workforce Diversity, will evaluate the nominations. In addition to the materials submitted, the committee may consider other information available (e.g. personnel servicing ratio) from sources such as FPPS.