

The Division of Finance and Administration
2010 Annual Reward & Recognition Program

Finance and Administration's Reward & Recognition program has a new look. The purpose of the program is to recognize and encourage those behaviors that lead directly to the accomplishments of the division's stated goals.

2010 Awards:

Bright Idea Award: This award is designed to recognize those individuals who have an innovative idea for a new initiative or solution to a workplace challenge, big or small.

Process Improvement Award: This award is designed for individuals or groups of individuals who have brought about improvement of a unit, division and/or university process.

Exceptional Customer Service Award: This award is designed to recognize individuals who have demonstrated exceptional service by going "above and beyond" one's job scope.

Professional Improvement Recognition: Honors those employees who have taken the initiative to better themselves through education.

Nominations are accepted during the open nomination period, July 27th through September 25th. Winners will be announced at the annual award ceremony.

The Annual Reward & Recognition Program
will be held on:
Wednesday, October 27, 2010
2:00 PM - Rialto Center for the Arts



Bright Idea Award

This award recognizes individuals who have created an innovative idea, whether big or small, for a new initiative or solution to a workplace challenge.

AWARD ELIGIBILITY: Individuals will be eligible if their bright ideas have made contribution to Georgia State University. In at least (2) of the following ways:

- Improving working conditions
- Increasing efficiencies
- Saving time and money
- Boosting workplace productivity
- Streamlining administrative processes
- Increasing safety
- Enhancing customer service

Winning the Bright Idea will have a significant impact on the Georgia State University Community.

AWARD:

- Cash/gift certificate/merchandise valued at \$75.00 (less taxes)
- Winner will present Bright Idea to the President's Executive Committee

The Narrative must be specific:

1. Does the idea explain what you want to do as if the reader is not familiar with your job at Georgia State University?
2. Save money? Save time? If so, how much?
3. Does the idea make Georgia State University a better place to work? If so, how does it do that?
4. When should the bright idea be implemented? Can it wait or does it need to be done right now?
5. Are there any other organizations currently doing this?



Exceptional Customer Service Award

*This award recognizes individuals who have demonstrated exceptional service and follow-through by going “above and beyond” one’s job description. This award recognizes employees who consistently provide exemplary, quality service to all. Submitted materials should reflect the purpose and intent of this award category. ****The winner of this award will be nominated for the Chancellor’s Customer Service Award*****

AWARD ELIGIBILITY: Individuals who have consistently demonstrated two (2) or more of the following:

- Going “above and beyond” the normal job requirements to deliver noteworthy service
- Demonstrating exceptional follow-through in handling all service requests/complaints
- Demonstrating consistent high quality in handling service requests
- Anticipating problems and addressed them proactively
- Demonstrating forethought in taking action to prevent dissatisfaction with any service provided

AWARD:

- Cash or merchandise valued at \$75.00 (less taxes)
- or Gift Certificate

The Narrative Must:

Include a copy of the nominee’s job description and a description explaining how the nominee has demonstrated exceptional customer service and follow-through by going “above and beyond” the normal scope of their job responsibilities.



Process Improvement Award

This award recognizes improvement of the processes (i.e. how work is accomplished) within a unit, division, and/or the university. The demonstrated impact may be measurable, for example saving money or decreasing resources used. Or the benefit may be incalculable, like creating an easier and friendlier procedure. Submitted materials should reflect the purpose and intent of this award category. Self-nominations are encouraged.

A **PROCESS IMPROVEMENT** involves a beneficial change in the policies, procedures and/or practices used by everyone who is responsible for doing/achieving a specific task/objective.

AWARD ELIGIBILITY: Individual, teams, work groups or committees who have implemented a process improvement which demonstrated one (1) or more of the following criteria are considered eligible for this award:

- The process added value to a current process or eliminated unnecessary steps
- Reduce costs
- Create a more efficient work process
- Improve the timeliness, accuracy and/or relevance of a process
- Improve end user's satisfaction

AWARD:

- A monetary award is based upon the significance of the accomplishment. If it is a group effort, the awarded amount will be divided equally
- Lapel pin for each member or the department



Process Improvement Award (continued)

Special Note: To determine the value of the award, the Sr. VP's Selection Committee will evaluate the benefit to the unit, division, and/or university. The minimum total award is valued at **\$75.00** and the maximum total award is valued at **\$1,000.00**.

As a guideline, if the benefit has an associated cost reduction, then 10% of the estimated value of the first year savings will be awarded to the individual or shared with the group. The nominator must provide an outline of the cost savings. If a reduction in cost cannot be estimated, or if the improvement is non-monetary in value, the recipient is entitled to the minimum award \$75.00.

Example: A F&A employee implements a plan to increase the attractiveness of the university to prospective Georgia State university students. Because the process improvement results in a gain to the University that cannot be measured in a dollar amount, there can be no first year cost savings. In this example, the employee would be awarded \$75.00 (less taxes).

ALL CASH AWARDS ARE SUBJECT TO PAYROLL TAXES



Process Improvement Award (continued)

The Narrative Must:

Give a brief statement which tells which process was improved and how it is being used. Describe the improvement made to the process before and after implementation. Describe the nominee's role in making the improvement?

Answer as many questions as possible to help you to write a stronger process improvement nomination:

EXAMPLES:

How did removing unnecessary steps or adding steps add value to the process (make the process better)? Describe the benefits of the improved process?

What changes in manpower took place? Describe how changes in manpower improved the process (i.e., less manpower? Why product and/or service?) How much better?

Has this process improved timeliness? If so, how?

Was customer satisfaction improved? If so, how?

How did the quality of the product or service improve?

Why was this improvement implemented?

Was the nominee self-motivated to improve this?

List everyone who was impacted by this process change. (i.e., other departments, students, customers, outside agencies, vendors, etc.)



Professional Improvement Recognition Award

This award identifies employees who have taken the initiative to better themselves through professional development. This award recognizes individuals who have completed a degree or certification program. We will formally recognize award recipients at the annual Rewards and Recognition program.

AWARD ELIGIBILITY: The individual must have recently completed one (1) or **both** of the following:

- A diploma or degree (i.e. GED, AA, BS, MS, or PHD) from an accredited college or university
- A professional certification program related to their current field of occupation

AWARD:

- Gift basket and recognition

The Narrative Must:

State the specific degree or certification that the nominee has received including where the nominee received the degree or certification.



Nomination Information

PURPOSE: To recognize and encourage those behaviors that lead directly to the accomplishments of the division's stated goals.

Select appropriate category (NOTE: if nominating in more than one category, please run as many copies as needed and indicate specific category).

- Bright Idea Award:** This award is designed for individuals who have an innovative idea for a new initiative or solution to a workplace challenge, big or small.
- Process Improvement Award:** This award is designed for individuals or groups of individuals who have brought about the improvement of a unit, division and/or university process.
- Exceptional Customer Service Award:** This award is designed to recognize individuals who have demonstrated exceptional service by going "above and beyond" one's job scope.
- Professional Improvement Recognition:** Honors those employees who have taken the initiative to better themselves through education.

NAME OF NOMINEE: _____

NOTE: If a group is nominated, please complete an information sheet for each member, staple together and submit with one narrative as a complete nomination package.

NOMINEE'S JOB TITLE & CONTACT INFORMATION : _____

NOMINEE'S SUPERVISOR'S NAME: _____

NOMINATOR CONTACT INFORMATION

DATE SUBMITTED: _____

A written narrative must be attached to this form in order to complete your nomination packet. See specific award category for suggested narrative information.

