

"Customer Service Improvement" **Honor Award**

I. PURPOSE

The (Your Organization's/Director's Name) Customer Service Improvement" honor award emphasizes and highlights the commitment of the Department of Health and Human Services to continue to improve its services to its customers. This can include external customers (i.e., the American public, colleges and universities, profit and not for profit organizations, Indian Tribes, state and local governments, and regulated industry) and internal customers (i.e., the Department's own employees).

The award recognizes all departmental employees who are participating on teams or as individuals and have made exceptional contributions and exceeded expectations in delivering services of superior quality to external or internal customers, partners, and stakeholders in carrying out the () mission. Examples of customer service may include (a) developing innovative practices, techniques, or systems resulting in significant quality improvements in service; or (b) through personal interactions having performed exceptionally in delivering superior service.

II. () AWARD

The "() Customer Service Improvement" honor award may be conferred on behalf of the () by the OPDIV/STAFFDIV Heads or their designees to teams or individuals.

Each OPDIV/STAFFDIV Head is encouraged to honor an employee team or individual employee with this award on a quarterly basis.

III. GUIDELINES

Each OPDIV/STAFFDIV Head may develop its own guidelines for conferring the award. For your convenience, however, an example is enclosed (see attachment 1).

IV. RECOGNITION

In addition to OPDIV and STAFFDIV events that are held to recognize honor award recipients, employee teams and individuals who have been given the () Customer Service Improvement award will be included as awardees at the Honor Awards ceremony that is held each year.

Sample Guideline

() **Customer Service Improvement Award**

1. Nomination/Selection Procedures

OPDIV/STAFFDIV Heads are responsible for establishing nomination and selection procedures for their organizations and for ensuring that employees and teams at all organizational levels have the opportunity to be considered for recognition. OPDIV/STAFFDIV Heads are encouraged to recognize individual employees or teams at various organizational levels as well as in various geographic locations. Those OPDIVS/STAFFDIVS that already have customer service recognition programs may incorporate this award into their respective program.

Procedures for OPDIV/STAFFDIV nomination and selection procedures should be simple to encourage participation in the program. A sample nomination format is attached (see attachment 2).

2. CRITERIA

Rigid criteria are to be avoided. In general, the award recognizes both innovation and exceptional performance or exemplary actions resulting in quality service to customers, stakeholders, and/or partners. This may include factors such as:

- * Providing customers with choices in both sources of services and the means of delivery.
- * Making information, services, and complaint systems easily accessible.
- * Providing means to satisfactorily address customer complaints.

- * Developing and implementing innovative systems, procedures, or techniques that reduce costs, eliminate paperwork, enhance efficiency, and contribute significantly to quality service to customers.

An example of an exceptional performance or action may include compassion and caring that goes well beyond expectations for customer service.

Each OPDIV/STAFFDIV may wish to identify the nature of the activities it wants to encourage and reward.

3. Recognition

Provide recognition that will add to the visibility of the award, such as:

- * Announcing selection of awardee(s) to all OPDIV/STAFFDIV employees.
- * Granting a "time-off" award of eight hours.
- * Displaying a poster/picture of the awardee(s) at prominent locations in the OPDIV/STAFF physical location.
- * Provide each awardee with a certificate of recognition from the Secretary (to be provided later) which will be co-signed by the appropriate OPDIV/STAFFDIV Head from the awardee's organization.

OPDIVS/STAFFDIVS may also wish to present suitable items of nominal cost, such as paperweights, coffee mugs, or small desk clocks. These mementos should include the Department seal and may carry the statement "For Outstanding Customer Service."

**“CUSTOMER SERVICE IMPROVEMENT”
AWARD NOMINATION**

For nomination of Health and Human Services employees who are either participating on employee teams, or working individually, and are delivering outstanding service that has exceeded the expectations of internal/external customers, partners, or stakeholders.

Name of Team/Individual Employee:

Organization: _____

Recommending Manager or Team Leader (Point of Contact):

Signature/Date: _____

Phone/Fax: _____

E-Mail Address: _____

Concurring Manager Name:

Signature/Date: _____

Describe the action or service provided:

How does this improve service(s) and exceed your customers' expectations?

Did the action result in cutting costs and/or eliminating red tape? If so, please explain.