



GSA Office of Governmentwide Policy

Mail Management Policy

2008 - 2009 Federal Mail Best Practice Awards

knowledge shared is knowledge gained





Dear Colleague:

The General Services Administration (GSA) is once again pleased to recognize innovations in Federal Mail Communications. On April 21, 2009, we will host an Awards Ceremony during our Annual Mail Education Forum. The awards will recognize the outstanding Federal Mail Manager and Federal Mail Center Excellence for 2008 and 2009.

Through these awards, GSA helps to publicize innovations which benefit the entire Federal Mail community. Agencies are encouraged to share creative, cost-effective or other timesaving practices and policies that have improved their mail communications. Nomination packages must be received or postmarked no later than January 30, 2009.

Instructions for nomination and evaluation criteria are included in this email and will also be posted on GSA's website at <http://gsa.gov/mailpolicy>.

The winners will receive a plaque and a monetary award. Also, their accomplishments will be announced to the Federal Mail community.

The success of this program relies on your participation and contributions toward our shared goal of managing Federal Mail Communications in the most effective and efficient manner. Thank you in advance for your help in publicizing this call for nominations. For more information, you may contact Ms. Devoanna Reels at (202) 501-3781 or Mr. Michael Hopkins at (202) 208-4421.

Sincerely,

A handwritten signature in black ink that reads "Becky Rhodes". The signature is fluid and cursive, with a long horizontal stroke at the end.

Becky Rhodes
Deputy Associate Administrator
Office of Travel, Transportation and Asset
Management

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Best Practice Awards for Innovation in Federal Mail Communication

Eligibility:

All federal employees are eligible. The best practice(s) that the nomination is based on must have been implemented no later than September 30, 2008, and no earlier than October 1, 2006. Prior year nominees may reapply with new best practices.

There will be two awards:

Federal Mail Manager of the Year: Those federal employees whose primary duty is that of Agency, Facility or Program Level Mail Manager, as defined in 41 CFR 102-192, Mail Management.

Federal Mail Center Excellence: A team of federal employees whose primary assignment involves some aspect of a federal agency's mail operations.

Why Nominate Someone For A Best Practice Award:

Winners receive monetary compensation, peer recognition and an opportunity to share information. Furthermore, all nominees help the government save money, make operations work better, implement strategic goals, sustain our environment, empower employees, and promote customer service. Recognizing and sharing best practices and policies creates a government that works better and smarter in a more cost-effective manner.

Submission Requirements:

Submissions should include a nomination form signed by the agency's authorizing official plus narrative responses to the items listed below under the heading "Criteria." Responses should be typed. A separate nomination form is required for each submission. Attach the nomination form to the narrative. The completed nomination package, including the nomination form, should not exceed 5 pages. The nomination form is available on GSA's website at www.gsa.gov/mailpolicy.

Due Date:

Entries must be received or postmarked no later than January 30, 2009.

Send Entries To:

General Services Administration
Mail Management Policy Program
1800 F Street, NW, Room 1221
Washington, DC 2405-0001
Fax: (202) 501-0349
Email: devoanna.reels@gsa.gov

Nominations may be submitted by mail, email, fax or hand carried. Electronic nominations may be submitted by accessing our website at www.gsa.gov/mailpolicy.

Acknowledgement of all nominations will occur as they are received.

Selection of Winners:

An independent panel of Government and industry experts will evaluate all nominations and select the winners.

Announcement and Presentation of Awards:

The winners will receive a plaque and a monetary award at an Awards Ceremony hosted by GSA, time and location will be announced.

For Further Information:

Please call Devoanna Reels at (202) 501-3781 or Michael Hopkins at (202) 208-4421 or by email at devoanna.reels@gsa.gov or michael.hopkins@gsa.gov.

Please refer to the criteria on the next page.

Criteria

The Interagency Mail Policy Council's Best Practices Working Group has established the five criteria that appear in bold type below. The judges will use these criteria to evaluate the nominations. Therefore, every nomination should clearly address as many of the five as possible.

1. Implemented effective performance measurements tools

- a. What are you measuring to determine how well you are performing?
- b. What are the baselines for these measures?
- c. How are these measures useful?
- d. How are you collecting this data?

2. Instituted better business practices

- a. Describe the improved business practice in detail.
- b. What effect has the improved business practice had on your way of doing business?
- c. What resources were used in implementing the better business practice?

3. Promoted efficiencies

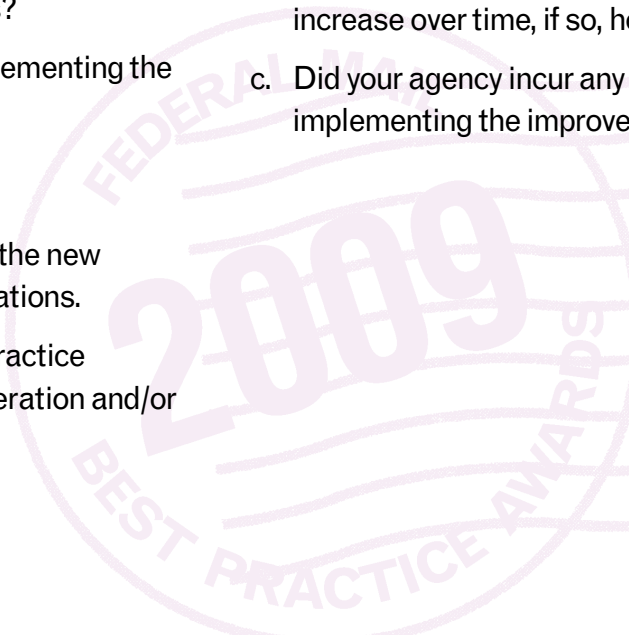
- a. Provide specific examples of how the new process compares with prior operations.
- b. How has the improved business practice improved the efficiency of your operation and/or your agency?

4. Provided and improved excellent customer service

- a. Describe the service(s) you provide to your customers. Give specific examples of how your customer service excels.
- b. Provide any survey results that illustrate how customers evaluate your services.

5. Reduced overall cost

- a. Estimate your current mailing costs as a result of the improved business practice. Compare these costs with previous expenditures.
- b. Do you expect the savings to continue and/or increase over time, if so, how?
- c. Did your agency incur any expenses in implementing the improved business practice?



Quicktips for the Federal Mail Awards

- The nomination should be thorough and complete, but not too long (maximum is five pages). It will be evaluated on content, and the judges are looking for quality not quantity.
- Describe how the improved practice is innovative or how it provides novel solutions to existing problems.
- Discuss who, in your organization, is interested in mail operations. Did they help in instituting the best practice?
- Describe in your organization, any enhancements made in mail center security, safety, and accountability, etc.
- Describe any "lessons learned" you have gathered during the improvement process. What do you suggest others do or avoid doing based on your experience?
- Make the entry easy to read. Use headings and bullets where they will help.
- Define acronyms and abbreviations.
- Discuss money saved with carefully labeled charts, tables, pictures and/or drawings.
- Have several people proofread the nomination package for clarity, understanding, grammar and adherence to the criteria.

