



NASA Shared Services Center Recognized for Excellence

The NASA Shared Services Center (NSSC) received two awards at the 16th Annual Shared Services & Outsourcing Excellence Awards Ceremony, held in Orlando, Fla. on March 8, 2012.

Out of approximately 40 private and public sector submissions, including Fortune 500 companies, the NSSC was the first place winner in the Excellence in Culture Creation category, with the runner-up award being given to J. C. Penney Company, Inc. In the Excellence in Customer Service category, the winner was Unisys Corporation, with the NSSC receiving runner-up from the Shared Services & Outsourcing Network (SSON).

SSON's annual Shared Services Excellence Awards honor, recognize and promote both captive and outsourced shared services that demonstrate winning practices.

These awards form the industry's benchmark in terms of best practice and business excellence. Open to all captive and outsourced shared services organizations from all countries, the awards are judged by a panel of leading industry experts on: Excellence in Customer Service; Excellence in Culture Creation, Excellence in People & Communication, Excellence in Value Creation and Excellence in Improvement & Innovation. These awards provide an opportunity for shared services and outsourcing professionals to gain recognition for excellence and initiative.

The NSSC's Business & Administration Director, Ms. Rebecca Dubuisson; NSSC's Service Delivery Deputy Director, Mr. Ken Newton; and, CSC Deputy Program Manager, Ms. Ginger Smith accepted the awards on behalf of the NSSC employees.

For information about the NASA Shared Services Center, visit:

<http://www.nssc.nasa.gov>