

Auburn University Facilities Management Award Program

NAME OF AWARD PROGRAM:

Facilities Management Award Program

BUSINESS PURPOSE:

The purpose of this policy is to recognize Facilities Management staff who are fulfilling the mission statement of Auburn University through acts of customer service, teamwork, special project completion, cost savings, safety, performance, leadership, outstanding achievement, creativity or innovation.

DESCRIPTION OF THE PROGRAM:

The intent of the Facilities Excellence Awards Program is to recognize and reward the outstanding performance and accomplishments of Facilities Management personnel, and by doing so, motivate the awardee, as well as other employees, to continue to perform at the highest possible levels. The business objective of this program is to enhance employee morale, loyalty, and dedication to mission accomplishment within the Facilities Management organization.

IDENTIFY AWARD THEMES AND SELECTION CRITERIA:

The Facilities Management has three levels of awards to recognize outstanding achievements.

1. Level one – Bronze Award
 - a. Award – \$250 cash
 - b. Guidelines – This first level recognizes achievements occurring over a shorter period of time that have recognizable impact and positively illustrates:
 - A commendable job on a project, task or activity
 - Significant support for Facilities Management initiative or core value
 - Outstanding support of a day-to-day business operation or process
 - Suggestions leading to the improvement of a work process, workflow or in customer service
 - specific customer compliment
 - professional development
 - c. Examples include Evidence and specific examples of:
 - Teamwork, self-motivation, knowledge, efficiency, professional achievement, customer service or cost savings.
 - Taking on additional duties during absence of a co-worker or supervisor.

- Outstanding achievement and/or contribution above and beyond standard job requirements.
- Outstanding response in an emergency event.
- Professional development, safety or leadership in the workplace.

2. Level two – Silver Award

a. Award – \$500 cash

b. Guidelines – This level recognizes outstanding achievement or accomplishment on a project, or activity occurring over a medium duration of time that more significantly impacts the work, the organization or illustrates Facilities Management’s vision, core values or initiatives:

- Sustained outstanding achievement
- Extraordinary customer service demonstrating a documented pattern of behavior
- Contribution above and beyond standard job requirements demonstrating excellence, leadership or collaboration
- Suggestions leading to the improvement of a work process, workflow or in customer service
- A specific customer compliment
- Professional Development

c. Examples include Evidence and specific examples of:

- Safety and teamwork on an assignment requiring maximum effort (inspections, compliance, codes) that significantly impacts customer service and productivity
- Supervision or coordination efforts for a major University event
- Development of an improved process/procedure involving collaboration across departments
- Implementation of programs in support of Facilities Management initiatives or that save University money

3. Level two – Gold Award

a. Award – \$1000 cash

b. Guidelines – This third and highest level is awarded to recognize an extraordinary achievement or contribution accomplished over an extended range of time that had significant positive impact for our customer, department or the University and is likely not to repeat itself:

- Leadership and collaboration in the workplace effort
- Initiate, manage and coordinate all aspects of a new program or project development or construction.
- Extraordinary process improvements or cost savings.

c. Examples include Evidence and specific examples of:

- Supervising a multi-day event, ensuring all team members' safety, and/or cost-saving to the University
- Management through to completion of project planning or construction for a new building or major renovation
- Implementation of a significant training effort in support of Facilities Management initiatives

IDENTIFY AWARD ELIGIBILITY CRITERIA:

Eligibility for the Facilities Management Awards program applies to all active salaried and hourly full-time staff or temporary staff working in Auburn Facilities Management.

IDENTIFY AWARD TYPES AND FREQUENCY:

There are no restrictions on how frequently an employee can win an award. Awards will be monetary (cash) and non-monetary (certificates)

IDENTIFY NOMINATION AND SELECTION PROCESS:

Each award has its own distinct nomination justification form with specific questions that must be answered and submitted. Each award nomination should contain a completed nomination justification form, specific examples and/or evidence that are relevant to that particular award, and a letter of recommendation that attest to the candidate's exceeding expectations or outstanding ability, in the award's focus area.

Endorsement by Director: The nomination shall be reviewed by the respective Director of the department (or the senior manager in the case of those organizations that do not have a Director). The Director shall ensure that all nominations meet the criteria for proposed award. The Director shall then send the award nomination justification form, with an endorsement, to the Facilities Management Award program administrator for further review and processing.

- a. Award Review and Approval: All award nominations shall be reviewed and approved by the Facilities review panel.
- b. Review Panel Membership: The Facilities Award Review Panel shall consist of the following members:
 - Executive Director, Operations
 - Executive Director, Design and Construction
 - University Architect
 - Senior Human Resources Manager
 - Three at large members, appointed by the Associate Vice President of Facilities
- c. Review and Approval: The Facilities Excellence Award Review Panel shall assess each nomination to ensure that the documented evidence meets the criteria for the

award. The panel has the authority to approve the award as nominated, or to reject the reward. If approved, the program administrator shall process the award for payment to the nominee.

IDENTIFY COMMUNICATION PLAN:

This is a Facilities Management award; it is communicated through the Facilities Management website along with the online nomination justification form. The site will list the awards program information, contact person and list of potential observations for each award criteria. Winners for each award will be recognized monthly on the website. Each year Facilities Management will host an Annual awards banquet for all winners in the previous year with photograph and brief summary of accomplishments that led to the selection of the award.

EVALUATION:

The Facilities Management Award program will be reviewed by the Responsible Executive and Program Administrator annually to evaluate effectiveness of how the process is disseminated, evaluated and awarded.

Responsible Executive: Associate Vice President, Facilities Management

Program Administrator: Senior Human Resources Manager, Facilities Management
The Facilities Excellence Award program administrator shall be responsible for the following tasks in administering this program:

- a. Receiving award nominations.
- b. Scheduling and convening the Facilities Excellence Award Review Panel to review and approve award submissions.
- c. Processing payments to the University payroll.

VII. EFFECTIVE DATE: January 1, 2019

VIII. APPROVAL

Loren Allday
Responsible Officer

2/25/2019
Date

Associate VP, Auburn University Facilities Management

Date