In Reply Refer to:
1400-451 (OR-953) P

August 8, 2003

EMS TRANSMISSION 08/08/2003
Information Bulletin No. OR-2003-220

To: DMs, DSDs, Staff and Branch Chiefs

From: Chief, Branch of Human Resources

Subject: Human Resources Management Awards

Attached is WO IB No. 2003-116, dated July 25, 2003, which requests nominations for the above subject awards. These awards recognize individual and organizational contributions and accomplishments during the time period of April 2001 through March 2003. There are five award categories: 1) Outstanding Servicing Personnel Office 2) Outstanding Human Resources Management Professional 3) Outstanding Personnel Officer 4) Outstanding Personnel Assistant 5) Outstanding Human Resources Management Program.

Descriptions of the award categories, award criteria, and nomination procedures are explained in the attachment. Nominations may come from any level in the Bureau. To receive maximum consideration, nominations should address all appropriate factors outlined in the attached criteria.

Nominations, including supporting documentation should be submitted to Alina Malray, Branch of Human Resources (OR953), no later than August 11, 2003

Districts with Unions are reminded to notify their unions of this IB and satisfy any bargaining obligations before implementation. Your servicing Human Resources Office or Labor Relations Specialist can provide you assistance in this matter.

Signed by
Larry H. Spaulding
Acting, Chief, Branch of Human Resources

Authenticated by
Mary O'Leary
Management Assistant

1 Attachment
1 - WO IB No. 2003-116 (4 pp)

Distribution
WO-700 (5628-MIB) -1
EMS TRANSMISSION 07/29/2003
Information Bulletin No. 2003-116

To: ADs, SDs, and CDs
   Attn: Servicing Personnel Officers

From: Assistant Director, Human Resources Management

Subject: Human Resources Management Awards

The Department is accepting nominations for the Human Resources Management Awards, which recognizes individual and organizational contributions and accomplishments during the period of April 2001 through March 2003. There are five award categories:

  - Outstanding Servicing Personnel Office
  - Outstanding Human Resources Management Professional
  - Outstanding Personnel Officer
  - Outstanding Personnel Assistant
  - Outstanding Human Resources Management Program

Descriptions of the award categories, award criteria, and nomination procedures are explained in the Attachment. Nominations may come from any level in the Bureau. To receive maximum consideration, nominations should address all appropriate factors outlined in the attached criteria.

Nominations are to be submitted to my office (attention: Louise Harris, WO-710), by close of business August 11, 2003. Please direct any questions to Ms. Harris at 202-501-6723.

Signed by: Marilyn H. Johnson
           Assistant Director
           Human Resources Management

Authenticated by: Barbara J. Brown
                  Policy & Records Group, WO-560

1 Attachment:
   1-Human Resources Management Awards (2pp)
HUMAN RESOURCES MANAGEMENT AWARDS

OUTSTANDING SERVICING PERSONNEL OFFICE

This award is designed to recognize a servicing personnel office for outstanding accomplishments and customer service. It will be given to a Servicing Personnel Office that has shown leadership, vision, accomplishments, creativity and top-quality service.

OUTSTANDING HUMAN RESOURCE MANAGEMENT PROFESSIONAL

This award is designed to recognize a human resources/personnel management professional for accomplishments, creativity, program development, and customer service.

OUTSTANDING PERSONNEL OFFICER

This award will recognize a personnel officer, either field or bureau level for accomplishments, creativity, and program development, customer service, and management of a personnel program.

OUTSTANDING PERSONNEL ASSISTANT

This award will recognize an employee in the clerical and assistant ranks for accomplishments, program support, customer service, creativity, and overall excellent performance.

OUTSTANDING HUMAN RESOURCES MANAGEMENT PROGRAM

This award will recognize an entire bureau/office human resources program for creativity, service delivery, program effectiveness, and overall excellence.

CRITERIA

All nominations will be judged by the following criteria, as appropriate. Each nomination must address each of the following criteria to receive full consideration.

Program Development:

The human resources program is broadly based with significant development of various aspects of human resources areas. This would be evidenced by a program having highly functioning staffing, employee/labor relations, classification/compensation, employee development/training programs and other program areas that not only cover required activities but show development of other initiatives such as family friendly and work life issues, strategic planning issues, workplace diversity, and adaptation of relevant technology.

Customer Service:
Customer service, demonstrated by a high level of customer satisfaction with services and products. This could be evidenced by customer satisfaction surveys, formal reviews and assessments of the program, and notable anecdotal information.

**Technical Excellence:**
Technical competence, as demonstrated by a high level of technical expertise and effective application of current information and policies. This could be evidenced by customer satisfaction survey, formal reviews and assessments of the program, and anecdotal information.

**Innovation:**
Innovation, demonstrated by the application of new or novel ideas or the combination of familiar elements in a way that creates innovation.

**Effectiveness/Impact:**
Effectiveness, demonstrated by evidence that the program has made substantial progress toward its intended aims and its impact on an important Departmental/Bureau goal.

**Transferability:**
Transferability, or the degree to which it shows promise of inspiring successful replication by other governmental units.

**Productivity:**
Productivity evidenced by successful completion of a large volume of work, in spite of any staff and resource shortages.

**EVALUATION PROCESS**

A committee selected by the Deputy Assistant Secretary – Human Resources and Workforce Diversity, will evaluate the nominations. In addition to the materials submitted, the committee may consider other information available (e.g. personnel servicing ratio) from sources such as FPPS.

Attachment 1-2

Attachment 1-4