

# **Service Excellence Award**

## **BACKGROUND**

The intent of the County Service Excellence Award is to recognize team and individual employee projects and suggestions resulting in monetary savings, increased effectiveness, increased revenue, improved safety or general improvements in County operations or services to the public. This Program is intended to complement the County's STAR program (Special Thought and Action receives Recognition), which provides for monetary rewards for individual employee suggestions resulting in monetary savings.

## **POLICY**

The County Service Excellence Award publically recognizes team and individual employee projects and suggestions which have: a) been implemented, and b) have resulted in material monetary savings, increased effectiveness, increased revenue, improved safety or general improvements in County operations or services to the public. All agencies and departments are encouraged to participate in submitting nominations for the Service Excellence Award. Formal award and recognition ceremonies will be periodically scheduled before the Board of Supervisors. Funding for Service Excellence Award mementos and agency/department recognition events in the amount of up to \$500 per award will be included in the budget of and provided by the County Executive Office. The primary purpose of this program is to recognize deserving teams and individuals; as such Service Excellence Awards may still be given if budgetary restrictions do not allow for the granting of the monetary component of the Award.

## **PROCEDURE**

1. Eligibility for Participation – All County agencies, departments, teams and employees are eligible to receive a Service Excellence Award. Employees are encouraged to jointly submit ideas to agency and department management.
2. Eligible Activities – Original, practical and constructive ideas that reduce cost, generate revenue, increase efficiency, improve services, enhance productivity and/or employee safety are eligible.
3. Frequency of Suggestion Submittal – Unless otherwise specified by the department, there is no limit to the number of ideas or suggestions than can be made.
4. Suggestions must be implemented and have proven to be effective in improving or addressing issues in #2 above.
5. Suggestions that Department Directors believe deserve recognition will be nominated by Department/Agency heads on a Service Excellence Award Nomination form.
6. Service Excellence Award nominations will be reviewed by the Service Excellence Council.
7. Awards will be determined by the Service Excellence Council based upon the following criteria:
  - a. Suggestion must have been implemented
  - b. Suggestion must be shown to be effective
  - c. Suggestion must materially reduce cost, generate revenue, increase efficiency, improve services, enhance productivity and/or enhance employee safety
8. Subject to budget availability, the CEO will provide up to \$500 to the submitting agency or department to be used exclusively for an employee recognition memento or ceremony.

## SEAward (Service Excellence) Award Nomination Form

- Please provide a brief descriptive title of the Project, Initiative or Suggestion Name

---

---

- What is the Project Initiative or Suggestion Implementation Date?

---

- Please provide a description of the Agency, Department, Divisions or Operations affected by the Project, Initiative or Suggestion. If all County departments will be affected, put "Countywide".

- Project, Initiative or Suggestion Description. Describe the previous state or problem and the improvements made. Where possible, provide measurable before and after metrics such as hours per day, citizen/customer satisfaction ratings, units per day, hours per case, miles driven, cost per unit, and cost of supplies per year.

- List team members or an individual responsible for the project, initiative or suggestion. Include name and title for each person listed.

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

- Nominator's Identifying Information – Provide the name, title, department e-mail address and telephone number for the person submitting the nomination.

---

- Date of Nomination 

---