

**Physical Facilities
Employee Recognition Program (PFERP)
Guidelines**

“ YOU MATTER ”

January 1, 2009

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PREFACE

The Physical Facilities Clerical & Service Staff Advisory Committee (PFCSSAC) was responsible for bringing this topic forward as a strategic initiative for Physical Facilities. The Vice President of Physical Facilities and the senior directors gave their support toward establishing this as a key strategic initiative for completion.

A recognition program development committee was formed to be co-chaired by the Director of Human Resources and the Senior Director of Administrative Support & Auxiliary Services, as program sponsors. The committee was comprised of clerical, service and administrative professional staff from across all senior director areas. Each of the twelve committee members contributed from his/her own past experiences, as well as from input from their fellow co-workers.

These guidelines are issued as a working document. It is fully expected that the program herein described will be modified and improved as we gain further insight during its implementation and from feedback from those involved.

PURPOSE

The Physical Facilities Employee Recognition Program's intent is to recognize employees that strengthen the Physical Facilities team through their exemplary performance and contribution. It includes the efforts of both individuals and small teams working toward fulfilling our mission and vision, while also meeting and exceeding our strategic initiatives for Physical Facilities and Purdue University.

Inclusion as a recipient within the Employee Recognition Program doesn't necessarily exclude consideration, nor ensure consideration for inclusion within the special merit pay program.

It is not the intention of this formal program to take the place of informally appreciating or recognizing our employees on a day-to-day basis. Daily recognition by supervisors, managers and co-workers continues to be highly encouraged. This informal recognition provides a foundation for our more formal recognition and is extremely important to the well-being and morale of all employees throughout our organization.

PROGRAM OVERVIEW

The PFERP provides a systematic method for acknowledging the achievements of our employees and for publicly announcing such accomplishments to their departments and Physical Facilities overall.

Six recognition categories have been developed to enable all eligible employees to have the opportunity for recognition. All nominees for recognition will have their accomplishments reviewed by a committee of their peers within Physical Facilities.

The program intends to recognize achievements of employees for their efforts to support those within Physical Facilities, as well as throughout the University. The program is implemented as a way to show all employees that they are appreciated, respected and valued as key contributing members of the team.

Employees are eligible to receive the formal recognition award once per year (rolling twelve months) in order to allow for inclusion of others across our many Physical Facilities departmental units.

THE SELECTION COMMITTEE

The first selection committee will be comprised of current members from the original PFERP development committee. Every effort will be made to ensure representation from all levels and functional areas within Physical Facilities. The committee will consist of a group of six individuals consisting of two - three AP employees, two - three service staff employees, and one employee from the clerical staff. Committee members will be selected by the respective Senior Directors for inclusion on the committee.

The committee will have an initial assignment of selecting an individual to serve as chair, as well as an individual to take minutes for the meetings. The chair will convene meetings of the committee as necessary. The minutes of the meetings should be kept for historic records and filed in Physical Facilities Human Resources. The assignment for taking minutes may be rotated as desired. Each year an election will be held no later than October month end among the current members to determine what continuing member will be fulfilling the role of committee chair for the following year. This will also allow sufficient time to recruit new members to represent their respective areas, as well as for an orientation to new committee members of the PFERP committee procedures.

The chair should stress to all members of the committee that discussions on the selection of winners is strictly confidential. Any and all statements made by members of the committee about nominees, nominators or achievements are not to be discussed or repeated outside of committee meetings.

RECOGNITION CATEGORIES

There are six categories for recognition as follows:

- ***Customer Service – Internal/External to Physical Facilities***
Demonstrate exceptional customer service, an on-going commitment to customers, innovation or creativity in customer service, and continuous improvement in customer relations.
- ***Going Above & Beyond***
Contributes by working beyond the boundaries of the scope of their every day positions proactively. Demonstrates commitment to the achievement of departmental and university goals through dependability, accountability and dedication to continuous improvement, and exhibits a desire to be helpful and courteous toward others.
- ***Creativity / Innovation***
Makes exceptional efforts toward enhancing the departments/divisions/University's operational effectiveness through creativity, innovation and continuous improvement. This individual shows creativity and adaptability to new or changing situations or requirements by responding with practical new approaches and goes beyond routine responsibility to ensure the delivery of excellent service.
- ***Teamwork***
Works effectively to create a team environment that promotes communication, trust, cooperation and a respect for differences in working toward building collaborative relationships across different workgroups and departments. Places team goals above personal goals while working toward the achievement of departmental and University initiatives.
- ***Ambassadorship***
Demonstrates high morale, enthusiasm, congeniality and supportive attitude in contributing toward the accomplishment of stated initiatives and enhancing the image of Physical Facilities and the University overall. Employees in this category respond creatively to challenges, maintain the highest standards in their work, establish productive working relationships, and promote a respectful and supportive workplace.
- ***Leadership***
Serves as a role model in fostering communication, cooperation and teamwork among co-workers. Exhibits a willingness to share knowledge, an ability to identify obstacles to achievement and implement solutions, while creating an atmosphere that encourages positive attitudes, open communications and innovative thinking. Inspires commitment and excellence in others by maintaining high personal standards of conduct.

NOMINATION PROCESS

It is requested that nominations for recognition in any of the categories be submitted to Human Resources by the 15th of the month following the timeframes listed below in order to be eligible for consideration. We ask for this to occur in order to recognize our employee's accomplishments as timely as possible.

The timeframes / eligibility periods for recognition of achievements during the year have been broken down as follows:

- January 1 – April 30 (Submit nomination form by May 15)
- May 1 – August 31 (Submit nomination form by September 15)
- September 1 – December 31 (Submit nomination form by January 15)

Human Resources will review employees to ensure eligibility and will pass along eligible nominations to the selection committee within five working days for further processing.

The selection committee will review eligible nominees, make selections and communicate recipients for recognition by the 15th of the second month following closure of an eligibility period.

For example: A nomination form is submitted to Human Resources by May 15th to be considered for recognition for accomplishments which took place during the timeframe of January 1 – April 30. Human Resources would then have five working days to determine eligibility and forward on to the selection committee, if eligible. The selection committee would then need to review this nomination (along with others received), make selections for recognition and communicate the recipients by no later than June 15th.



**PHYSICAL FACILITIES
2008-09 EMPLOYEE RECOGNITION PROGRAM
NOMINATION FORM**

Name of Nominee: _____

Job Title: _____

Where Employed: _____
Department, Division, or Unit Work Phone #

Nominated by: _____
Print Name(s) Signature(s)/date

I prefer to remain anonymous.

An employee may be nominated in one or more of the categories listed below. Please place a check in the blank to the left of each description below the category(ies) you believe fit the nominee. The categories listed will be used as a guide when final selection is made.

- Customer Service – Internal/External to Physical Facilities** Demonstrates exceptional customer service, an on-going commitment to customers, innovation, or creativity in customer service, and continuous improvement in customer relations.
- Going Above & Beyond** Contributes by proactively working beyond the boundaries of the scope of their everyday positions. Demonstrates commitment to the achievement of departmental and University goals through dependability, accountability, and dedication to continuous improvement, and exhibits a desire to be helpful and courteous toward others.
- Creativity/Innovation** Makes exceptional efforts toward enhancing the department's/division's/University's operational effectiveness through creativity, innovation, and continuous improvement. This individual shows creativity and adaptability to new or changing situations or requirements by responding with practical new approaches and goes beyond routine responsibility to ensure the delivery of excellent service.
- Teamwork** Works effectively to create a team environment that promotes communication, trust, cooperation, and a respect for differences in working toward building collaborative relationships across different workgroups and departments. Places team goals above personal goals while working toward the achievement of departmental and University initiatives.
- Ambassadorship** Demonstrates high morale, enthusiasm, congeniality, and supportive attitude in contributing toward the accomplishment of stated initiatives and enhancing the image of Physical Facilities and the University overall. Employees in this category respond creatively to challenges, maintain the highest standards in their work, establish productive working relationships, and promote a respectful and supportive workplace.
- Leadership** Serves as a role model in fostering communication, cooperation, and teamwork among co-workers. Exhibits a willingness to share knowledge, an ability to identify obstacles to achievement and implement solutions, while creating an atmosphere that encourages positive attitudes, open communications, and innovative thinking. Inspires commitment and excellence in others by maintaining high personal standards of conduct.

Please include a written recommendation for the nominee in the space below.

**FAILURE TO COMPLETE ALL SECTIONS OF THE NOMINATION FORM
MAY RESULT IN INELIGIBILITY.**

WRITTEN RECOMMENDATION

(Please be as specific/detailed as possible. You may use additional sheets if necessary.)

Return to Physical Facilities Human Resources/SCC-C

NOMINATION GUIDELINES

All Physical Facilities employees (benefits-eligible) in good standing are eligible to receive one recognition award once per year (rolling 12 months). A maximum of four individual awards may be given during a four-month timeframe, or three individual awards may be given along with one team award of up to five employees. All awards will be selected by a committee of six staff representing all levels and functional areas within Physical Facilities.

All Physical Facilities employees (with the exception of the selection committee) are eligible to make nominations and receive awards.

A nomination will be made by completing a nomination form and mailing it to Human Resources. Forms may also be submitted electronically to pfhr@purdue.edu.

The fields that are required to be completed are the name of the nominee, job title, where employed, date, category for recognition and written recommendation. The nominator needs to provide supporting documentation to assist in the evaluation. We would also ask that you include your name as the nominator to make it easier to follow up for any questions or further information that is required. However, we do not require you to do so for a nominee to be considered, should you feel not inclined to do so.

Each nomination will be given the same consideration regardless of the number of nominator's signatures or supporting signatures.

Nominations that are not selected for recognition are not eligible for resubmission at a later date.

It is the nominator's decision as whether or not to notify the nominee.

Nomination forms are available at Human Resources. In addition, an online version of the form is available on the Physical Facilities, Physical Facilities Human Resources, and PFCSSAC home pages.

SELECTION PROCESS

The chair of the Selection Committee will convene the committee at the end of May (for the January – April timeframe), at the end of September (for the May – August timeframe) and at the end of January (for the September – December timeframe). The committee will review the nominee evaluation forms and establish a schedule of meetings for the selection process.

The committee members should be instructed on the following:

- All discussions of the committee are confidential.
- The committee is not to accommodate conversations from the nominators or nominees unless they are in response to specific questions from the Selection Committee.
- Changes may not be made to nomination forms.
- Selection Committee members are not to be lobbyists for nominees from their particular area. The representation from different areas is intended to assure expertise for evaluating different work tasks, skills and knowledge.
- It is not mandated that the selection committee come up with a specific number of individuals for recognition.
- If two or more winners within a specific category are deemed to have met the requirements for recognition, multiple awards may be given.
- No more than four awards will be given for a respective period of eligibility unless we have a tie, which would then allow for a maximum of a fifth award to be granted. However, awards may be given for the recognition of groups of five or less employees.
- Employees are not eligible for recognition if they were recipients in the past year (prior rolling twelve months).

The selection committee is charged with the following duties and the Chair will be responsible for working with the appropriate department / individuals to assure the following are completed:

- Request PRF funding from the Vice President Physical Facilities to cover the cost of the recognition awards.
- Work with the appropriate personnel to make arrangements for the award luncheon.
- Work with the manager of communications to ensure photo coverage of the luncheon and to provide information for an article within the upcoming QSP report.
- Work with Printing Services to complete certificates.

AWARDS

Recipients of recognition will receive monetary awards.

Recipients will receive a certificate of recognition.

Recipients will also be invited to attend an annual luncheon with the Vice President of Physical Facilities, a guest of the recipient, and other honored guests.

PROGRAM MODIFICATION

The PFERP program is intended to be an active and responsive process. As such it is intended that the program be evaluated on a regular and on-going basis for opportunities whereby it may be revised for improvement or to accommodate changes within the Physical Facilities environment.

The selection committee will be charged with the evaluation and submission of requested modifications of the program to the program sponsors. This group will review the request for modification and changes will be incorporated as deemed appropriate.

Requests for changes to the program may be submitted to the selection committee by all employees within Physical Facilities. The submitter for the request must sign and date the suggestion.

Any changes to the program must also have the approval of the Vice President of Physical Facilities and the program sponsors.