



2017

Fort Bragg Family and MWR Employee Recognition Program

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Fort Bragg Family and MWR Employee Recognition Program

Employee Recognition Plan

Goal: To recognize and reward individual achievements and successes of Directorate of Family and Morale, Welfare and Recreation (DFMWR) employees that exceed expectations and enable the organization to better achieve its mission.

Anticipated Outcome: Improved morale; Increased awareness of individual contributions; Incentive plan to encourage increased achievement; Increased communication and feedback; Individual empowerment.

Introduction: The DFMWR is committed to formally recognizing and rewarding individual employees in a meaningful and thoughtful way. We recognize we have a talented and dedicated team of employees that continually strive to help the organization succeed in achieving our mission and goals. Today, more than ever, we are consistently asked to do more with less and realize recognition of such efforts can have a positive impact on our working environment. To that end, we are introducing a quarterly employee recognition and reward system.

Plan: All employees are given an opportunity to recognize the contributions of their peers. All employees, as well as our customers, are encouraged to submit a written statement supporting the nomination of any deserving employee. Please review the “Types of Awards” section for more information about the details required for nomination, submission, and selection of awards. Recognition may take the form of Caught in the Act Going the Extra Mile, Customer’s First Choice Award, Bright Idea/ Super Saver Award, Exceptional Employee of the Quarter, and the Exceptional Team of the Quarter.

Process: All employees will be given a copy of the DFMWR Employee Award and Recognition Plan with nomination form. Access to the program and nomination form is available at your facility or request a form from the email below. Completed nomination forms for the awards can be submitted via the following methods:

Mail to:
DFMWR Award Program Manager
2175 Reilly Rd
Fort Bragg, NC 28310

Email to:
DFMWR Award Program Manager
usarmy.bragg.imcom-fmwrc.mbx.employee-recognition-program@mail.mil

All awards will be approved at the Division Chief or Director level. The nominee’s supervisor will confirm nominee’s standing within the organization prior to approval of award. Redemption of time off is subject to employee’s supervisor’s approval. DFMWR Employee Recognition Schedule:

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
1 st Qtr FYxx			2 nd Qtr FYxx			3 rd Qtr FYxx			4 th Qtr FYxx		



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DFMWR Awards are given for each quarter, for example the awards for 1st Qtr will be recognized during 2nd Qtr.

No matter the type of award, each employee demonstrates what it takes to make the Fort Bragg quality of life better each and every day.



Types of Awards

Caught in the Act Going the Extra Mile

<p>Purpose: This award is a peer-based award to promote esprit d’corps throughout the organization using employee to employee recognition. Award is intended to recognize employee contributions in a timely manner.</p>
<p>Frequency: Monthly (supervisor driven or peer recommendation)</p>
<p>Criteria: Employees are “caught in the act going the extra mile” while still accomplishing their regular job responsibilities and are considered to be in good standing within the organization, these are generally small actions that take place on a daily basis. Possible examples are as follows:</p> <ul style="list-style-type: none"> • Employee has a positive work attitude. • Employee is an asset to the staff of his/her department. • Employee is consistently dependable. • Employee carries out additional responsibilities. • Employee consistently applies the eight “C.U.S.T.O.M.E.R.” techniques. (Cheerful greeting, Use Positive Communication, Show Positive Image and Attitude, Teamwork, Own Your Job, Make it up to the Customer, Extra Mile, Remember to thank the Customer).
<p>Nomination: Any DFMWR employee can nominate other employees “caught in the act going the extra mile” and supervisors will award employees quarterly. Nomination form should be forwarded from each organization by the Award Nomination Form Deadline (1st Quarter: 5 Jan*; 2nd Quarter: 5 Apr*; 3rd Quarter: 5 Jul*; 4th Quarter: 5 Oct*. Any employee within the organization can be nominated for this award. There are no limits on the number of nominees for this award. Any DFMWR employee can nominate using the on-line or enclosed nomination form. Completed nomination form with written detailed justification based on above criteria will be forwarded to DFMWR Awards Program Manager. *If the date occurs during the weekend, use the next open business day for this program.</p>
<p>Selection: Selection is confirmed by the nominator, supervisor and Division Chief.</p>
<p>Award: A \$50 cash award or two hours of time off will be awarded to the employee “caught in the act going the extra mile”. The employee/supervisor does not have to be from the employee’s Division. The award of time off can be used in two hour increments, not to exceed eight hours time off in the current Fiscal Year (FY). Time off redemption is subject to employee’s supervisor’s approval.</p>
<p>Recognition: Awards Program Manager submits all names of recipients to Marketing for possible publication on Family and MWR Newsletter, social media sites, and Fort Bragg MWR website.</p>



The “Customer’s First Choice” Award

<p>Purpose: This award is DFMWR’s recognition of employees who excel in their performance and responsibilities continuously throughout the quarter while still accomplishing their regular job responsibilities and are considered to be in good standing within the organization.</p>
<p>Frequency: Quarterly</p>
<p>Criteria: Nominations are taken from Interactive Customer Evaluation (ICE) comments submitted from the customer who identifies an employee(s) by name that provided outstanding customer service, going beyond what is expected. Nominations from anonymous customers will not be considered for this award. To be considered for the award an employee must receive a positive written comment from a named customer within a FY quarter and must have demonstrated the following characteristics that resulted in successful mission accomplishment:</p> <ul style="list-style-type: none"> • Employee has a positive work attitude. • Employee is an asset to the staff of his/her department. • Employee is consistently dependable. • Employee carries out additional responsibilities. • Employee demonstrated a positive impact on the customer or co-worker.
<p>Nomination: The DFMWR Awards Program Manager will review all positive customer ICE comments and letters from a named customer each FY quarter and identifies named employees from each Division who have received positive comments. Once an individual is named in a positive comment, their name will be submitted to the DFMWR Award Committee for selection of award approval for each Division. The nominees must not have already been selected as “Customer’s First Choice” more than twice within the current FY.</p>
<p>Selection: Selection is determined by the DFMWR Award Committee.</p>
<p>Award: The Customer’s First Choice recipients will be presented a Certificate of Appreciation and MWR Token by the Director of DFMWR at awards ceremony, and \$100 cash award or four hours time off. The award of time off can be used in two hour increments, not to exceed eight hours time off in the current Fiscal Year (FY). Time off redemption is subject to supervisor approval.</p>
<p>Recognition: Awards committee submits all names of recipients to Marketing for possible publication on FMWR Newsletter, social media sites, and Fort Bragg MWR website.</p>



Bright Idea/ Super Saver Award

<p>Purpose: This award is DFMWR’s recognition of an employee or group of employees who present a “bright idea/ super saver” that represents innovation, efficiency of operations, or cost savings for the organization, and are considered to be in good standing within the organization.</p>
<p>Frequency: As it is merited</p>
<p>Criteria: Any idea is a good idea. No idea goes unnoticed. The “Super Saver” award recipient is chosen based on a suggestion that results in a measured cost savings to the organization. The suggestion must result in actual cost savings or cost avoidance, minimum of \$500 one-time cost or annually, and must not transfer cost from one organization to another. Cost savings must result in a change in process with same or better service at a reduced cost. The cost saving must be validated in advance with a cost analysis approved by the employee’s immediate supervisor, with concurrence from the Division Chief and DFMWR Director. If the employee nominated is the Division Chief, the cost analysis must be approved by the DFMWR Director.</p>
<p>Nomination: Any DFMWR employee or group of DFMWR employees can be nominated for their idea. Self-nomination is authorized and encouraged. Any DFMWR employee can nominate using the on-line or enclosed nomination form. Completed DFMWR Award Nomination Form with written justification will be forwarded to DFMWR Awards Program Manager. The written justification will include the cost analysis approved by the employee’s immediate supervisor and Division Chief validating the savings.</p>
<p>Submission: Nominations are accepted at any time throughout the FY. Award will be reviewed and recognized at the completion of each quarter during a FY.</p>
<p>Selection: All submissions for a “Bright Idea” are recognized at the supervisory and Division Chief level. Selection for the “Super Saver” is determined by the DFMWR Director. Nominations will be reviewed as merited by the Division Chief and/or DFMWR Director.</p>
<p>Award: The Bright Idea recipient will be presented a Certificate of Appreciation and MWR Token based on the implementation of the idea or suggestion by the Director of DFMWR at awards ceremony. Super Saver recipient will be presented a Certificate of Appreciation, MWR Token, and \$200 cash award or eight hours time off based on the implementation of the idea or suggestion by the Director of DFMWR at award ceremony. Time off redemption is subject to supervisor approval.</p>
<p>Recognition: Awards committee submits all names of recipients to Marketing for possible publication on FMWR Newsletter, social media sites, and Fort Bragg MWR website.</p>



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Example of Cost Analysis

Cost Analysis – Printing Two-Sided Instead of Single-Sided Copies on Existing LaserJet Printer/Copier Machine			
Subject	Current Cost	Cost After Implementation	Explanation
Yearly Cost of Paper	\$1,200		Based on \$50 per box, 2 boxes per month
Reduced Material Costs		\$600	Printing two-sided copies decreases need for paper by 50%
Ink Supplies	0		Ink cost does not increase
Additional Costs	0		No additional equipment, manpower or supplies are required
TOTALS	\$1,200	\$600	
Cost Savings		\$600	This cost benefit analysis shows that printing two-sided instead of single-sided copies is justified. This simple change will save the organization \$600 per year in paper costs with no increase in labor.



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Exceptional Employee of the Quarter

<p>Purpose: This award is DFMWR’s recognition of employees who exhibit exceptional performance and reflect positively upon the organization continuously throughout the quarter while still accomplishing their regular job responsibilities and are considered to be in good standing within the organization.</p>
<p>Frequency: Quarterly</p>
<p>Criteria: Employees nominated for this award must have demonstrated the following characteristics that resulted in successful mission accomplishment. Nominations must identify a specific incident of exceptional service or interaction that describes consistent success with customers and improvement to DFMWR processes.</p> <ul style="list-style-type: none"> • Employee has a positive work attitude toward work responsibilities, co-workers, and customers, and serves as a role model for others. • Employee is productive, exhibits commitment to quality in carrying out job responsibilities, and is an asset to the staff of his/her department. • Employee takes initiative, and accepts and carries out additional responsibilities beyond regular assignments. • Employee is consistently dependable and punctual in reporting for duty, completing assignments on time, and participating in additional responsibilities. • Employee consistently displays and encourages caring, respect, responsibility, trustworthiness, honesty and integrity. • Employee consistently applies the eight “C.U.S.T.O.M.E.R.” techniques. (Cheerful greeting, Use Positive Communication, Show Positive Image and Attitude, Teamwork, Own Your Job, Make it up to the Customer, Extra Mile, Remember to thank the Customer).
<p>Nomination: Nominees are forwarded from each Division. Any employee within the organization can be nominated for this award. The nominee must not have already been selected as Exceptional Employee of the Quarter within the current FY. Any DFMWR employee can nominate using the on-line or enclosed nomination form. Completed DFMWR Award Nomination Form with written justification will be forwarded to DFMWR Awards Program Manager.</p>
<p>Submission: Nominations must be received by the award committee by the 5th working day of the next FY quarter, i.e. 1st Qtr. (1 Oct. – 31 Dec.) due by 5 Jan.</p>
<p>Selection: Selection is determined by the DFMWR Award Committee. The Committee will independently rank the nominees based on their numerical value according to the identification of meeting criteria listed on nomination form and provided written justification of specific incident by employee of exceptional service or interaction that describes consistent success with customers and improvement to DFMWR processes. See Employee Recognition Process and nomination form for more details.</p>
<p>Award: Exceptional Employee of the Quarter will be presented a Certificate of Achievement and MWR token by the Director of DFMWR at awards ceremony, and \$150 cash award or four hours time off. Time off is subject to supervisor approval.</p>
<p>Recognition: Awards committee submits all names of recipients to Marketing for possible publication on FMWR Newsletter, social media sites, and Fort Bragg MWR website.</p>



Exceptional Team of the Quarter

<p>Purpose: This award is DFMWR’s recognition of teams who exhibit exceptional teamwork and work cohesively toward a common goal continuously throughout the quarter while still accomplishing their regular job responsibilities and are considered to be in good standing within the organization.</p>
<p>Frequency: Quarterly</p>
<p>Criteria: Teams nominated for this award must have demonstrated the following characteristics that resulted in successful mission accomplishment. Nominations must identify a specific incident of exceptional service or interaction that describes service above and beyond customer’s expectations or improvement to DFMWR processes.</p> <ul style="list-style-type: none"> • The team works together to solve problem(s) in a positive and cooperative manner. • The team works together without barriers to accomplishment. • The team is courteous and respectful to each other. • The team is productive, exhibits commitment to quality, carries out their mission, and is an asset to the DFMWR. • The team works together to create a pleasant and productive work environment for employees. • The team listens to each others’ suggestions and ideas. • The team applies the eight “C.U.S.T.O.M.E.R.” techniques. (Cheerful greeting, Use Positive Communication, Show Positive Image and Attitude, Teamwork, Own Your Job, Make it up to the Customer, Extra Mile, Remember to thank the Customer).
<p>Nomination: Any team within the organization can be nominated for this award. The team must not have already been selected as Exceptional Team of the Quarter within the current FY. Any DFMWR employee can nominate using the on-line or enclosed nomination form. Completed DFMWR Award Nomination Form with written justification will be forwarded to DFMWR Awards Program Manager.</p>
<p>Submission: Nominations must be received by the award committee by the 5th working day of the next FY quarter, i.e. 1st Qtr. (1 Oct. – 31 Dec.) due by 5 Jan.</p>
<p>Selection: Selection is determined by the DFMWR Award Committee. The Committee will independently rank the nominated teams based on their numerical value according to the identification of meeting criteria listed on nomination form and provided written justification of specific incident by employee of exceptional service or interaction that describes service above and beyond customer’s expectations or improvement to DFMWR processes. See Employee Recognition Process and nomination form for more details.</p>
<p>Award: The Exceptional Team of the Quarter will be presented a Certificate of Appreciation, Plaque and traveling Team Excellence Trophy by the Director of DFMWR at awards ceremony.</p>
<p>Recognition: Awards committee submits all names of recipients to Marketing for possible publication on FMWR Newsletter, social media sites, and Fort Bragg MWR website.</p>



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DFMWR Employee Award and Recognition Nomination Form

Nominations should be specific in nature, use descriptions and examples when possible. Please mail nomination form to DFMWR Award Program Manager, 2175 Reilly Rd, Fort Bragg, NC, 28310 or email to usarmy.bragg.imcom-fmwrc.mbx.employee-recognition-program@mail.mil after completing nomination form.

To Be Completed By Nominator:

I nominate: (Last Name, First Name, MI)

This individual/team works at: (i.e. East Bragg Auto Skills Center)

Nomination Period: (Check one)

- 1st Qtr (1 Oct-30 Dec) 2nd Qtr (1 Jan-30 Mar) 3rd Qtr (1 Apr-30 Jun) 4th Qtr (1 Jul-30 Sep)

For the following award:

- Caught in the Act Going the Extra Mile
- Bright Idea/ Super Saver Award
- Customer's First Choice Award
- Exceptional Employee of the Quarter
- Exceptional Team of the Quarter

This individual/team deserves an award based on the following justification: (i.e. specific outstanding behavior, project, process, activity, and/or task). Please attach additional sheets if necessary. Be specific and concise in your complete description. Limit to 300 words.

Signature: _____ Date: _____



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