

22 APRIL 2002



Personnel

**PATRICK AFB TEAM EXCELLENCE AWARD
PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://afpubs.hq.af.mil>.

OPR: 45 SW/MO (Ms. Judy Nicholson)
Supersedes 45 SWI 36-2801, 11 January 1999

Certified by: 45 SW/MO (Mr. Thomas D. Andler)
Pages: 9
Distribution: F

This instruction establishes a Patrick AFB Team Excellence Award Program. It contains guidelines on the administration of the program and provides incentives for the selected teams. It applies to any teams assigned to Patrick AFB to include all tenant units. The intent of the award is to recognize teams that have significantly improved a process, product, or service.

SUMMARY OF REVISIONS

This revision addresses team size and changes the criteria for judges on quarterly boards. Scoring criteria has been changed to align with the Chief of Staff Team Excellence award.

1. Responsibility.

1.1. The 45th Space Wing Manpower/Organization Office (45 SW/MO) is responsible for program management and will:

1.1.1. Administer Quarterly Awards.

1.1.1.1. On a quarterly basis, review award submissions.

1.1.1.2. Convene a board to select the quarterly winner.

1.1.1.3. Procure mementos to be presented to team of the quarter.

1.1.1.4. Arrange for presentation of mementos at the Base Quarterly Awards Ceremony.

1.1.1.5. Provide the names of winners and information about the team results to 45 SW Public Affairs Office.

1.1.2. Administer Annual Awards.

1.1.2.1. On an annual basis, review award submissions.

1.1.2.2. Convene a board to select the annual winner.

1.1.2.3. Procure mementos to be presented to the annual award winners.

1.1.2.4. Provide the names of winners and information about the team results to 45 SW Public Affairs Office.

1.2. Each 45 SW group, the wing staff, and each tenant organization may submit no more than one nomination for quarterly or annual award recognition to 45 SW/MO.

1.3. The 45 SW/MO will provide names of winners, a narrative, and awards to 45 SW/CCC five calendar days prior to awards event.

2. Eligibility.

2.1. A team is defined as two or more people working to create or improve a process, product, or service. Due to regulatory constraints, teams chartered by contractor agencies may not be considered for this award. Teams chartered by DoD agencies may include contractor personnel. However, contractor personnel members of a winning team may not be recognized at the quarterly or annual awards ceremonies, but may be recognized within their respective employing organization. Although several related teams may be working several different efforts in order to achieve a larger common goal, these are viewed as two or more teams. If these teams are viewed by management as deserving nomination for the Team Excellence Award, they should be submitted as separate teams. Teams larger than 30 team members are generally considered to be more than one team and must be justified by the nominating official and approved by 45 SW/MO for eligibility. Only primary participants should be identified as team members.

2.2. Examples of teams that may be considered include, but are not limited to:

2.2.1. Process Action Teams. Teams chartered to improve an existing process, product, or service.

2.2.2. Developmental Teams. Teams chartered to design a new product, process, or service.

2.2.3. Tiger Teams. Teams chartered by senior leadership to deal with symptoms of specific problems.

2.2.4. Natural Work Group Teams. Teams with a desire to continually improve shared work processes.

3. Nomination Procedures.

3.1. Quarterly and Annual nominations will be submitted on AF Form 1206, **Nomination for Award**, using Arial 10 font. Bullet format is not required. Limit nominations to two pages of text, one additional page may be included to display supporting data or charts. Nominations will be routed through appropriate command chains to 45 SW/MO. Use format at [Attachment 3](#).

3.1.1. A team may be nominated more than once per year.

3.1.2. Nomination due dates coincide with the wing military, civilian and volunteer quarterly and annual awards programs IAW 45 SW Instruction 36-2802, 45 SW Military, Civilian and Volunteer Quarterly and Annual Awards Program. Forward nominations to 45 SW/MO.

3.1.3. Each group or tenant organization may submit one nomination (wing staff is considered a group in this instance).

3.1.4. Annual award nominations may be a previous quarterly nominee/winner or a new submission.

3.1.5. The annual board will not be permitted to review quarterly award score sheets.

4. Selection Process.

4.1. Team award winners will be determined on a quarterly and annual basis by a board convened by 45 SW/MO.

4.1.1. The 45 SW/MO will brief the board members on selection criteria and scoring procedures prior to the start of the board.

4.1.2. The 45 SW/MO will provide score sheets for each board member.

4.2. Board Composition.

4.2.1. The ranking person will act as board president.

4.2.2. The Quarterly Board will consist of three members who meet the following criteria:

4.2.2.1. Military or civilian government employee.

4.2.2.2. Not directly involved with any competing team.

4.2.2.3. One board member may be from a tenant organization.

4.2.3. The Annual Board will consist of three members who meet the following criteria:

4.2.3.1. Military or civilian government employee.

4.2.3.2. An O-3, E-7 or above, or GS-11 or higher.

4.2.3.3. Not directly involved with any competing team.

4.2.3.4. One board member may be from a tenant organization.

4.3. Scoring.

4.3.1. Board members will score each team individually, using the award criteria ([Attachment 1](#)) and the score sheet provided ([Attachment 2](#)).

4.3.2. The Board President will determine the winning team as follows:

4.3.2.1. Collect the score sheets.

4.3.2.2. Add the three scores together for each team and divide by three.

4.3.2.3. The team with the highest average score is the winner.

4.3.2.4. In the event of a tie, all teams with identical highest scores will be recognized.

4.3.2.5. Provide the name of the winning team and all score sheets to 45 SW/MO.

4.3.3. Score sheets will be filed in 45 SW/MO.

4.4. CSAF Team Excellence Award Linkage.

4.4.1. If the annual award winner is from the 45th Space Wing it will be the primary nominee for the Chief of Staff Team Excellence Award (CSTEA). If it is decided that the annual award winner will not compete for CSTEA another 45th Space Wing team may be submitted.

4.4.2. The 45 SW/MO will administer the Chief of Staff Team Excellence Award process in accordance with Air Force Manpower & Innovation Agency guidance.

SAMEUL R. DICK, Colonel, USAF
Vice Commander

Attachment 1**AWARD CRITERIA****A1.1. Organizational Approach** (18 points).

Objective: Select an appropriate process for performance improvement and describe the team approach used to maximize results relating to the mission of the organization. *(Item 1 examines how systematic the approach was leading to the selection of the process for improvement. This information in its entirety should give an indication of the degree to which the team's organization has a fact-based, purposeful improvement selection process with the over-arching purpose to improve its ability to perform its mission.)*

A1.1.1. Improvement identification (10 points). **How was the process selected for improvement?** *(Explain the logic used in selecting this process for improvement. How does this process affect the organization's mission?)*

A1.1.2. Team Selection (4 points). **How were team members selected (e.g., skill sets, experience level)?**

A1.1.3. Team Support (4 points) **What support/resources did leadership provide to ensure a successful team effort?** *(Did leadership provide the time, space, personnel, equipment, funds, etc?)*

A1.2. Execution (30 points).

Objective: Show the team's efforts to identify, measure, select, and implement a solution to improve the selected process. *(Item 2 examines the overall evaluation and analysis of the challenge or problem and the steps taken to select an appropriate solution to the problem identified. It examines: 1) If the team's analysis of the problem was systematic. 2) How potential problem causes were verified and determined to be workable. 3) What measures the team used to determine process performance. 4) The method used for selecting and implementing the best solution. 5) How communication between the team and the stakeholders took place.)*

A1.2.1. Solution Selection (15 points).

A1.2.1.1. Identify the measures used to baseline performance and measure the progress of this process improvement. (5 points) *(To validate the progress of the process improvement, the team should use the same measures before, during, and after the process improvement. The baseline measure could be an existing measure or one created by the team for this improvement effort.)*

A1.2.1.2. How were existing best practices and/or competitive comparisons identified and analyzed for possible use in the improvement effort? (5 points).

A1.2.1.3. Which solution was selected for implementation and why? (5 points).

A1.2.2. Describe how an implementation plan was developed, executed, reviewed and/or modified for the selected solution. (10 points).

A1.2.3. Communication: How was the team's progress communicated to stakeholders? How was the stakeholder feedback considered throughout the improvement effort? (5 points).

A1.3. Results (52 points).

Objective: Ensure improvement was linked to the organization's mission performance, and the results were validated, sustained, and standardized. *(The primary purpose of Item 3 is to ensure the team's efforts directly impacted the organization's mission accomplishment. It examines how results were shared, both inside and outside the organization.)*

A1.3.1. Results (14 points). Display trend data on baseline measures asked for in paragraph A1.2.1.1. Explain the trend data.

A1.3.2. Impact (14 points). Describe the impact the improvement had on the organization's overall mission and the success of the related goals.

A1.3.3. Sustainment (14 points). What did the team do to ensure improvement results would be sustained?

A1.3.4. Standardization (10 points). What steps did the team take to standardize the results of this improvement effort at their organization, wing, MAJCOM and Air Force levels?

Attachment 2

PATRICK AFB TEAM EXCELLENCE AWARD SCORE SHEET

The total maximum point score is 100. Please rate each area individually using only the comments on the nomination form to determine your score.

Table A2.1. Patrick AFB Team Excellence Award Score Sheet.

CRITERIA	COMMENTS	SCORE
(1) Organizational Approach		0-18 Points
How was the process selected for improvement? (10 pts)		
How were team members selected (e.g., skill sets, experience level)? (4 pts)		
What support/resources did leadership provide to ensure a successful team effort? (4 pts)		
(2) Execution		0-30 Points
What measures were used to baseline performance and measure the progress of this process improvement? (5 pts)		
How were existing best practices and/or competitive comparisons identified and analyzed for possible use in the improvement effort? (5 pts)		
Which solution was selected for implementation and why? (5 pts)		
Describe how an implementation plan was developed, executed, reviewed and/or modified for the selected solution. (10 pts)		
How was the team's progress communicated to stakeholders? How was the stakeholder feedback considered throughout the improvement effort? (5 pts)		

(3) Results		0-52 Points
<p>Results: Display trend data on baseline measures asked for in paragraph 2.1.1. Explain the trend data. (14 pts)</p>		
<p>Impact: Describe the impact the improvement had on the organization's overall mission and the success of the related goal(s). (14 pts)</p>		
<p>Sustainment: What did the team do to ensure improvement results would be sustained? (14 pts)</p>		
<p>Standardization: What steps did the team take to standardize the results of this improvement effort at their organization, wing, MAJCOM and Air Force levels? (10 pts)</p>		
100 Possible	TOTAL	

Attachment 3**QUARTERLY ANNUAL NOMINATION REQUIRED INFORMATION**

(Use AF Form 1206 - Bullet format not required. Limit to two pages)

Award: 45th Space Wing Quarterly/Annual Team Excellence Award.

Award Period: The quarter/year the team is being submitted for: Jan-Mar 1998, etc.

Rank/Name of Nominee: Enter the name of the Team (Fixed Price II Team, CE Awards Program Natural Working group, etc.).

MAJCOM: As appropriate.

Unit/Office Symbol/Street Address: Enter the information for the team, or for the process owner if the team is cross functional.

Base/State/Zip code: As Appropriate.

Telephone: Team POC (usually the team leader).

Rank/Name of Unit Commander: Self-explanatory. Usually the process owner or process owner's commander.

Specific Accomplishments: Give the following information:

I. Process Owner:

Team Members:

II. Organizational Approach- *Briefly provide as many answers to these questions as apply: What methods were used to select this process for improvement (why was this process chosen?) How does this process relate to the mission accomplishment? How was management involved in identifying or approving the project for improvement? What was the team's charter (if there was a charter)? What resources did management provide and to what degree was the team empowered?*

III. Execution - *Briefly describe what methods were used to analyze the area for improvement? Was any data collected? How were customer requirements/satisfaction factored in? Was a plan of action executed?*

IV. Results - *Briefly describe any or all of the areas that apply. What were pre- and post-measurement results or actual and/or projected resource savings? What impact did the results have in mission accomplishment? What steps were taken to share/standardize results with other organizations? What was the cost for resources to implement this improvement? How was customer satisfaction impacted by this improvement? How were lessons learned communicated to others? How were new/revised methods or procedures communicated?*

Date

Unit Commander Signature