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Command Policy

375 AW RECOGNITION PROCESS

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This instruction explains procedures for formal and informal recognition elements of the 375th Airlift Wing (AW) Recognition Process. This instruction does not supersede any requirements for documentation outlined in AFI 36-1004, *Managing the Civilian Recognition Program*, and applies to the 375 AW.

SUMMARY OF REVISIONS

Revises instruction to clarify and streamline offices of primary responsibility (OPR) and initiator's responsibilities; deletes unit quality advisor responsibilities from the recognition process; corrects outdated office symbol for 375 AW Manpower & Organization Office from 375 AW/MQ to 375 AW/MO; changes references from "quality" to "employee involvement." **A bar (|) indicates revision from the previous edition.**

1. Purpose. The purpose of the 375 AW Recognition Process is to support employee involvement efforts in the wing and recognize and reward those efforts that contribute to a higher level of morale, stimulate the desire for continuous improvement, and increase employee involvement throughout the wing. The 375 AW Recognition Process provides formal and informal recognition.

2. Office of Primary Responsibility. The OPR for overseeing the 375 AW Recognition Process is 375 AW Manpower & Organization Office (375 AW/MO). The commander's support staff is responsible for administering the 375 AW Recognition Process in their respective organizations.

3. Participation. All 375 AW military and civilian personnel are eligible to participate in the 375 AW Recognition Process.

4. Responsibilities:

4.1. 375 AW/MO will:

4.1.1. Utilize available resources to publicize the 375 AW Recognition Process quarterly (i.e., Command Post, Base Bulletin, Commander's Calls, etc.).

4.1.2. Maintain a supply of 375 AW Form 285, **THANKQ Card**; 375 AW Form 286, **375 AW Recognition Process Submittal Form**; and recognition award items.

4.1.3. Distribute recognition award items to submitter's when receiving approved 375 AW Forms 286.

4.1.4. Budget for recognition award items, printing costs, and incidentals as needed to maintain the program.

4.1.5. Maintain a database for tracking process statistics and use of recognition award items.

4.1.6. Conduct an annual review of the 375 AW Recognition Process to identify trends and areas for improvement.

4.1.7. Retain 375 AW Forms 286 for 1 year after the date of final action (award presentation or notification of award disapproval).

4.2. Initiators of 375 AW Forms 286 will:

4.2.1. Complete 375 AW Forms 286 and hand-carry or forward to the approval authority within 30 days of the action for which and individual or team is submitted for recognition.

4.2.2. Hand-carry or forward approved 375 AW Forms 286 to 375 AW/MO within 2 days of approval.

4.3. Approval Authority. The approval authority for 375 AW Form 286 is the recipient's unit commander. The approval authority will:

4.3.1. Approve or disapprove recognition based solely on the accomplishment for which recognition is recommended. The identity of the nominee will not be used in determining approval or disapproval of recognition.

4.3.2. Ensure the individual, team or unit, is recognized within 10 workdays of approval. Recognition should be made within 10 days, unless the squadron commander designates a special event.

4.3.3. Ensure a supply of THANKQ Cards is available at all customer service counters in the unit.

4.3.4. The approval authority may change the recommended award (i.e., coffee mug recommended--pen/pencil set awarded).

5. Informal Process. The informal 375 AW Recognition Process will be referred to as the THANKQ Card Process. This process is designed for immediate, peer-to-peer recognition.

5.1. Distribution of the THANKQ Cards. These forms may be requisitioned from the 375 AW Manpower & Organization Office. THANKQ Cards may also be obtained from unit orderly rooms and all 375 AW customer service counters.

5.2. Procedures to use the THANKQ Card. The THANKQ Card may be presented by any Scott AFB member to a person who deserves to be recognized. The THANKQ Card is not limited to the five categories identified in paragraph 6. below, Formal Process. It may be used to recognize excellent customer service, goal attainment, timeliness, etc. The initiator completes the THANKQ Card

immediately and personally presents it to the individual being recognized. The THANKQ Card will include the date, reason for recognizing the individual, and initiator's signature.

6. Formal Process. The formal 375 AW Recognition Process allows for timely recognition of individual, team and unit accomplishments, in the areas of process improvement, readiness, quality of life, customer service, and teamwork. These areas are further defined as:

- 6.1. Process Improvement. The implementation of ideas or solutions that improve an existing process.
- 6.2. Readiness. Initiatives or ideas that enhance the ability of the 375 AW to deploy, survive, and operate.
- 6.3. Quality of Life. Initiatives or ideas that improve the morale of people at Scott AFB.
- 6.4. Customer Service. Providing goods and services that meet or exceed the expectations of internal or external customers.
- 6.5. Teamwork. Individuals, teams or units that work together to accomplish a common goal.
- 6.6. Nomination Criteria. Any wing member may nominate an individual or team for recognition under the formal process. Nominations for unit recognition shall be submitted by the applicable unit flight or team chief.

6.6.1. Nominations for recognition under the formal 375 AW Recognition Process will be submitted by the initiator on 375 AW Form 286 and within 30 calendar days of the action for which the individual, team or unit, is nominated. The forms may be submitted via the base distribution system, Fax or E-Mail.

6.6.2. Individuals, teams, and units shall be submitted under one of the five nomination categories listed in paragraph 6. above.

6.7. Awards. Individuals, teams, and units may be recognized with the following items:

<u>Item</u>	<u>Eligibility</u>
Team Scott Plaque	Individuals, Teams, Units
Team Scott Coffee Mug	Individuals, Teams
Team Scott Pen/Pencil Set	Individuals, Teams
1-Day Pass/Time-Off Award*	Individuals, Teams

See instructions below when approving military 1-day passes and civilian 1-day time-off awards.

6.7.1. Only one plaque will be issued per team or unit per improvement action.

6.7.2. Large teams (10 or more individuals) or units will be recognized with a Team Scott Plaque or a time-off award.

6.7.3. Military 1-Day Pass. One-day passes for military personnel granted under the 375 AW Recognition Process must be requested on 375 AW Form 286 and are subject to approval by the recipient’s commander. One-day passes will be approved in accordance with local policy.

6.7.4. Civilian 1-Day Time-Off Awards. In accordance with AFI 36-1004, Chapter 3, paragraph 3.1.1., “Supervisors may approve time-off awards of no more than 1 working day without review and approval of a higher official. Complete all documentation and processing requirements.” Civilian time-off awards requested under the 375 AW Recognition Process are subject to approval by the recipient’s commander.

6.7.4.1. When approving civilian time-off awards, attach the following statement to 375 AW Form 286 and forward a copy to the Civilian Personnel Flight (CPF) in accordance with AFI 36-1004, Chapter 3, paragraph 3.4.1. Include the approving official’s name, position, duty title, signature, and date signed. On 375 AW Form 286, annotate the date the copy was sent to the CPF and forward the original to 375 AW/MO.

“I have considered fully the wage costs and productivity loss in granting this time-off award. The amount of time off granted is commensurate with the individual’s contribution or accomplishment. I considered the unit’s workload and employees’ leave projections and certify that the employee can schedule the time-off, in addition to other scheduled leave. I considered other available forms of recognition in determining the amount of this time-off award.”

6.8. Processing Time. Processing time for the formal recognition process is:

Submission of 375 AW Form 286	Within 30 calendar days of action
Approval authority approves/disapproves	Within 5 workdays of receipt
Recognition presented	Within 10 workdays of approval

6.9. How to use the Formal Process. All nominations for formal processes shall be submitted on 375 AW Form 286.

6.9.1. Identify the name, organization, and duty phone of the submitter.

6.9.2. Identify the name, organization, and duty phone of the individual, team or unit being nominated for recognition.

6.9.3. Circle the type of nominee (individual, team, or unit).

6.9.4. Circle the most appropriate nomination category (process improvement, readiness, quality of life, customer service, or teamwork). Only one nomination category should be circled.

6.9.5. Circle the recommended award (plaque, coffee mug, pen/pencil set, or 1-day pass).

6.9.6. Use bullet statements or narrative to describe the improvement made and the impact on procedures, morale, health, cost, etc. Include the date/time in which the action occurred.

6.9.7. Forward 375 AW Form 286 to the recipient’s (nominee’s) commander’s support staff for processing.

6.9.8. The commander’s support staff will process 375 AW Form 286 and forward to 375 AW/MO upon completion.

7. Process Metrics. The following metrics of the formal recognition process will be reviewed annually to identify process trends and areas for improvement:

- 7.1. Average processing time (date received to date presented).
- 7.2. Number of submissions per category.
- 7.3. Type of award given.

8. Forms Prescribed: 375 AW Form 285, **THANKQ Card**; 375 AW Form 286, **375 AW Recognition Process Submittal Form**;

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