

## **Quality of Life Operations Excellence Award**

The award winners are recognized at the DLA Annual Recognition Ceremony.

**Award Eligibility:** All Agency employees working in MWR programs and/or facilities. To provide higher-level recognition of Agency employees for MWR programs, and/or facilities.

**Award Submissions:** Nominations may include examples of achievement which may be considered for this award are contributions to operations; innovative ideas to improve programs; community service to enhance quality of life; service above and beyond mission accomplishment.

There are five categories to be nominated for:

- Customer Service
- Outstanding Employee
- Facility Excellence
- Innovation Excellence
- Operations Excellence

Examples of achievement to be submitted are:

- Customer comment cards or letters/e-mails received by the activity or employee
- Contributions to the MWR in the community (to include services at child/youth services and recreation/fitness centers, bowling and golf operations.
  - Increased sales/decreased operating costs
  - Improved profit
  - Increased customer/membership base
  - Improved catering and special events
  - Initiatives to upgrade food programs
  - Achievement of targets in strategic business plan
  - Innovative and imaginative solutions to operational problems
  - Innovative soldier or family programs
  - Creative marketing and promotional initiatives.
  - Improved/upgrade equipment and/or services for the community in indoor/outdoor activities; more convenient service areas in facilities, etc.

Nominations are submitted to the Staff Director, HQ Morale, Welfare, and Recreation Office. A DES Awards Review Panel reviews nominations, and recommended award winner(s) are forwarded to the Director, DES for approval.

**Award Approved by:** The Heads of the Field Activities and/or Corporate Board members approve the nominations. The Director of an organization may sign as both recommending and approving official. The winner is recommended to the Director, DLA for approval.