

Indian Health Service National Director's Customer Service Awards

GENERAL CRITERIA

All employees are eligible for recognition, whether as a member of a team or for individual achievements in customer service. These awards recognize service that has significantly advanced the Indian Health Service's (IHS) mission, goals and priorities through customer service. These criteria are designed to recognize innovation and exceptional performance and/or exemplary actions resulting in quality service to customers, stakeholders, and/or partners of the IHS.

Nominations should consider the high value that the IHS places on excellent customer service and the IHS Director's desire that all IHS employees focus on understanding the needs of all who they serve. They should further consider that to be effective in providing high quality customer service, employees must possess the technical understanding, capability and imagination to devise creative solutions to challenging problems confronting our customers. In addressing this criterion, include instances or situations where nominated individuals or teams have provided outstanding customer service by going beyond expectations to fully understand a customer's situation, seek out an effective way to address the customer's needs, and follow up to ensure that the needs have been met and that the customer is happy with the result.

Nominations should include information on the impact of the nominee's actions; for example, how the nominee demonstrated exceptional initiative and leadership in creating a solution to a customer need, which had the additional benefit of improving program operations beyond the scope of the original customer issue; or how a nominee displayed an unusually notable act of compassion, helpfulness, kindness, and/or respect in treating patients, tribes or outside organizations, or fellow employees, while seeking, identifying and implementing a creative way to address the customer's concern.

Although nominations of individuals are encouraged, these awards should also recognize teamwork in customer service excellence. Teams may consist of employees from the same organization or from a number of different organizations/offices. Tribal employees and contractors are also eligible for recognition. Nominations are due by April 10, 2012, and should be sent to Ms. Verly Fairbanks at: verly.fairbanks@ihs.gov. She can also be reached at 301-443-6520.

NOMINATION FORMAT

Citation (Award Book Write-up)

The citation should specify, in 25 words or less, the service or achievement in customer service for which the nomination is being made.

Justification (Basis of Nomination)

Award justification should describe the accomplishment(s) supporting team/individual merit for recognition by the Director and IHS. In addition to suggested information in the priority areas, the justification should discuss examples of collaboration, accountability, partnership, citizen-centered customer service, end-outcomes, etc. Nominations should not exceed 250 words.