

**CUSTOMER CARE NOMINATION**

The proponent agency is CEIM-ZB

1. NAME OF NOMINEE (*First MI. Last*)

2a. FISCAL YEAR (*YYYY*)

2b. QUARTER (*Numeric*)

3. CRITERIA FOR NOMINATION (*700 maximum characters for blocks a - e*)

a. EXEMPLIFIED THE CORPS' VALUES OF QUALITY, INTEGRITY, PROFESSIONALISM AND CARING BY

b. ENCOURAGED AND RESULTED IN TEAM WORK BY

c. REFLECTED A DEDICATION TO DUTY AND SELFLESS SERVICE BY

d. SIGNIFICANTLY IMPROVED THE EXISTING BUSINESS PROCESS OR MARKEDLY REDUCED THE NORMAL TIME REQUIRED TO DELIVER AN INFORMATION MANAGEMENT (*IM*) PRODUCT BY

e. ACCRUED A MEASURABLE BENEFIT (*dollar savings, enhanced communications, etc.,*) TO CUSTOMER OR THE DIRECTORATE OF INFORMATION MANAGEMENT BY

4a. NOMINATED BY

4b. DATE (*YYYYMMDD*)

5a. DATE (*YYYYMMDD*)

5b. NOMINEE'S SUPERVISOR SIGNATURE

6a. DATE (*YYYYMMDD*)

6b. COMMITTEE MEMBER SIGNATURE

7. TOTAL SCORE (*100 points maximum*)

**7. RATING FACTORS WORKSHEET**  
*(Leader in Customer Care Award)*

NAME OF NOMINEE *(First MI. Last)*

ASSIGN APPROPRIATE EVALUATION POINTS. AWARD 1 - 20 POINTS FOR EACH OF THE FIVE (5) CATEGORIES *(100 points maximum)* FOR EACH NOMINATION. EACH NOMINEE WILL BE RATED AGAINST THE FOLLOWING.

LITTLE VALUE/BENEFIT	SOME VALUE/BENEFIT	HIGH VALUE/BENEFIT	EXCEPTIONAL VALUE/BENEFIT
1 - 5	6 - 10	11 - 15	16 - 20
N/A	1 - 20	IF RATING FACTOR IS NOT APPLICABLE CHOOSE N/A IN DROP DOWN MENU AS CHOICE	
		EXEMPLIFIED THE CORPS' VALUES OF QUALITY, INTEGRITY, PROFESSIONALISM, AND CARING - <i>(Product or service rendered was the very best that could be given. Beyond the call of duty.)</i>	
		ENCOURAGED AND RESULTED IN TEAM WORK - <i>(Added value to team. Worked well with others. Dependable team member.)</i>	
		REFLECTED A DEDICATION TO DUTY, AND SELFLESS SERVICE - <i>(Went beyond what was expected. Demonstrated great enthusiasm and commitment to quality.)</i>	
		SIGNIFICANTLY IMPROVED THE EXISTING BUSINESS PROCESS OR MARKEDLY REDUCED THE NORMAL TIME REQUIRED TO DELIVER AN IM PRODUCT - <i>(Improved an existing business process, or delivered product in a timely manner.)</i>	
		ACCRUED A MEASURABLE BENEFIT <i>(Dollar savings, enhanced communication, etc.)</i> TO CUSTOMER OR THE DIRECTORATE OF INFORMATION MANAGEMENT - <i>(Customer or DIM benefited positively from nominees' actions.)</i>	

TOTAL SCORE *(100 points maximum)*

