

## Ambassador Of Quality Award Procedures

Purpose: The purpose of the AR Division Ambassador of Quality Award is to recognize and promote excellent customer service.

Nomination Process: Any customer, both internal and external, can nominate an ARDiv member or team for the Ambassador of Quality award. Supervisors are not eligible for this award, and AR Division members may not nominate their own co-workers.

Nomination Criteria: Nominations must specifically address how the nominee met one of the following award criteria:

- (1) provides excellent customer service,
- (2) goes that extra mile to make sure the customer is satisfied,
- (3) spreads good will toward ARDiv among our customers, and
- (4) serves as an example for others to follow in providing good customer service

***NOTE: The written nomination must describe a specific example, one-time event or special project which met one of the above criteria, rather than general statements concerning the nominee's normal performance on the job.***

Nomination Timeframes: A call for nominations will be sent to all hands in AR Division at the end of each fiscal quarter, to recognize excellent customer service events that occurred during that quarter.

Review/Approval Process: The Branch Heads will review and approve the nominations that meet the criteria.

Awards: Award winners receive a certificate of commendation and a time off or an incentive award presented by the Director of Administration and Resource Management at the quarterly AR Division All Hands Meeting. A group photograph is displayed in the main hallway outside the Director's office.

For More Information: Contact Mr. Steven G. Collier, AR Division, 703-614-1837 or [steven.collier1@usmc.mil](mailto:steven.collier1@usmc.mil)

## NOMINATION FORM

FOR ARDIV AMBASSADOR OF QUALITY, I NOMINATE:

Name:

Office Phone:

Office Name/Code:

REASONS FOR NOMINATION:

Your name:

Date:

Your office code:

Your phone:

*Send your nomination via e-mail to: [steven.collier1@usmc.mil](mailto:steven.collier1@usmc.mil)*