

**The Office of Infrastructure and Administration**  
**Performance Awards Criteria and Process**  
**Effective May 1, 2005**

The Office of Infrastructure and Administration performance awards process begins in **May** at the start of each performance year then proceeds through midyear reviews and ends in **April** with annual performance review activities. Managers and supervisors are responsible for actively considering inclusion, fairness, equity, objectivity, and respect for, and understanding of, individual differences each time they plan for performance, assign work, projects or details, evaluate and communicate progress, consider training or developmental assignments, assess results, and propose or grant monetary or non-monetary recognition for performance.

At the end of the performance review cycle in April, the Office of Infrastructure and Administration Division Directors meet with the Assistant Administrator as the Human Resource Council (HRC) to collectively and cooperatively allocate the organization's performance awards. During these meetings the Division Directors propose recommendations for individual staff awards. The recommendations follow the written Office of Infrastructure and Administration's Performance Award Criteria guideline. The discussions include the basis for an award recommendation, comparability of award recommendations, and overall fairness and equity of allocations vis-a-vis similar accomplishments. Prior to considering employees for performance awards, supervisors must methodically review which employees are eligible to receive performance awards.

At the end of each rating cycle (April 30), supervisors rate their employees against the performance standards and elements defined in their Employee Performance Communications System (EPCS). The ratings given (for each element and overall) will provide the basis for performance award eligibility. In order to determine individual employee eligibility for performance awards, a matrix is provided (below) for guidance.

Enclosure

**EFFECT OF RATING ON ELIGIBILITY FOR PERFORMANCE RECOGNITION:**

Element Ratings	Summary Rating	Eligible <sup>1</sup> for
All rated <sup>2</sup> elements--both Critical and Non-critical-- "Significantly Exceed" expectations"	Distinguished	<ul style="list-style-type: none"> <li>• QSI<sup>3</sup></li> <li>• Performance Award</li> <li>• Non-monetary recognition</li> </ul>
All rated elements-- both Critical and Non-critical—are "Meets or Exceeds" or greater	Meets or Exceeds	<ul style="list-style-type: none"> <li>• Performance Award</li> <li>• Non-monetary recognition based on performance</li> </ul>
All Critical elements "Meet or Exceed," or greater and one or more Non-critical elements "Fails to Meet"	Meets or Exceeds	NO recognition based on Performance
One or more Critical elements "Fail to Meet"	Fails to Meet	NO recognition based on Performance

<sup>1</sup> An employee's eligibility means that these awards *may* be granted; an award is not mandatory.

<sup>2</sup> Elements that are "Not Rated" are not considered in deriving the summary rating, or in determining award eligibility.

<sup>3</sup> A QSI and a Performance Award may not be given in the same year

**Office of Infrastructure and Administration  
Performance Award Criteria**

The performance planning activities create a foundation upon which the HRC makes decisions regarding performance award recommendations. The key to creating this foundation is to develop awards and recognition criteria that are independent of "favored or opportunity" work assignments. Rather, we have created an environment that communicates what the organization wants to do through the performance planning process and then we reward individuals who contribute to achieving these goals.

The following criteria may be used to determine the amount of award to be given to individuals based on their contributions. All awards will be processed in accordance with Appendix C of NPR 3451.1, "NASA Awards and Recognition Program" and are subject to available funding.

In addition to performance awards, a Quality Step Increase (QSI) may only be granted to an employee who receives a performance rating of Distinguished (5CFR 531.504). Recommendations for QSI's will be processed in accordance with NPR 3530.1, "Pay Policy and Allowances."

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**Office of Infrastructure and Administration  
Performance Award Criteria**

**Value to Organization**

**Amount of Award**

**Performance award category 1 - Substantial:     \$500 Minimum\***

- (1) An important contribution to the value or success of a product, activity, program or service to NASA, another agency, or external organization.
- (2) Significant change or modification of operating principles or procedures.
- (3) Consistent high performance and commitment to customer service.



**Factors to consider when giving a performance award in any of the three performance award categories:**

The above are generic criteria. However, other factors are taken into consideration such as: is it the employee's first endeavor into this field of work, what impromptu assignments have been placed on the employee, does the employee make good use of his/her time, is the employee working at his/her grade level, is the employee willing to adapt to the changing nature of work, and has the employee demonstrated a willingness to help other team members. It must be realized that there are varying degrees of **Substantial, High, and Exceptional** Factors are considered when deciding on a performance award, such as:

- Clearly exceeded duty requirements
- Special effort which resulted in significant economies or highly desirable benefits
- Improved value of a product, activity, program, or service to NASA, or the public
- Overcame unusual difficulties or adversities
- Heroic act or deed related to performance of duties
- Enhanced the operational efficiency of the office
- Demonstrated initiative, creativity, enormous skill, or motivation
- Contributions that had significant impact on the outcome of a special project or assignment
- Revised a principle or operating procedure to achieve goals
- Innovative use of resources
- Developed a technique that has set a precedent for future assignments
- Devoted extra time to ensure completion of assignment
- Set a professional example for others
- Displayed quality leadership, motivated employees
- Voluntarily assumed additional duties

**Factors to consider when awarding cash in any of the three performance award categories: cont.**

- Outstanding statistical accomplishments
- Effective interaction with other governmental agencies to achieve goals or forge cooperative relationship
- Unusual travel demands which led to program improvements, cost savings, etc.
- Diligent performance under austere and/or physically grueling conditions
- Outstanding service in a temporary assignment while maintaining own workload
- Completion of significant or simultaneous projects
- Noteworthy logistical planning efforts to support a major event
- Produced a complex written publication of benefit to NASA or the public
- Initiated an action to rejuvenate and complete a stalled or unresolved matter
- Exceptional customer service in difficult situations
- Other