

October 15, 2019

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7016 3560 0000 7963 2193

Dear Brian:

As a matter of general interest, the Postal Service plans to revise the reward and recognition programs for employees at the Customer Care Centers.

The updated programs are called, Red Carpet Awards Programs, and will consist of five categories:

- Stellar Award (previously Quality Elite)
- Bravo (previously Rising Stars)
- Spotlight (new under the Red Carpet Awards Programs)
- Team of the Month
- Perfect Attendance

The Red Carpet Awards Programs are scheduled to begin in November and will continue on a monthly and quarterly basis. Enclosed is a copy of a PowerPoint Presentation that includes a listing of the programs, eligibility criteria, and the applicable rewards.

Please contact Shannon Richardson at extension 5842 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean", written over a blue circular stamp.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

# Red Carpet Awards Program





# ECC Values

## Values: (What is important to us)

|                                    |                                                                                                                                                                                                                                                                                                             |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Experience/Service</b> | We value our customer's postal experience. We align all of our resources and strategies to acquire, maintain and expand our customer relationships. Our goal is total customer loyalty which is key to our growth and success. Instill a culture that always keeps customers in mind when making decisions. |
| <b>Quality</b>                     | We strive to produce a World-Class customer experience.                                                                                                                                                                                                                                                     |
| <b>Honesty/Trust</b>               | We deal honestly with our customers and each other and develop trusting relationships.                                                                                                                                                                                                                      |
| <b>Respect</b>                     | We have genuine regard for all of our customers and each other. We value the contributions of each and every employee and celebrate the diversity of our team members.                                                                                                                                      |
| <b>Integrity</b>                   | We deliver on our promises and honor our commitments – we do the right thing.                                                                                                                                                                                                                               |
| <b>Talent Management</b>           | We invest heavily in our team members with continuous training and support. Our front line managers see coaching and development as their most important responsibilities.                                                                                                                                  |
| <b>Pursuit of Excellence</b>       | We relentlessly pursue continuous improvement and operational excellence in everything that we do. We define objectives based on how our Customer Care Centers can best create value for the USPS.                                                                                                          |
| <b>Teamwork</b>                    | We measure success with the collective goals of our teams and organization. We embrace productive conflict and positive collaboration in order to make the best possible decisions for our customers and the entire organization.                                                                           |



# Red Carpet Awards Programs

| Program                          | Criteria                                                                                                                                                                                                                                                             | Recognition                                                                                                                                                                                                                       |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stellar Award<br>(Quality Elite) | <ul style="list-style-type: none"> <li>Highest QA average for reporting month</li> </ul>                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Framed Certificate for work area and hard copy in HR file</li> <li>Reserved parking space for the month (Site specific)</li> <li>Red Carpet Bag</li> </ul>                                 |
| Bravo (Rising Star)              | <ul style="list-style-type: none"> <li>Agents who demonstrates the most significant improvement in their QA score from the Quarter.</li> </ul>                                                                                                                       | <ul style="list-style-type: none"> <li>Star Pin</li> <li>Certificate</li> <li>Red Carpet Bag</li> </ul>                                                                                                                           |
| Spotlight                        | <ul style="list-style-type: none"> <li>Enterprise Individual Team recognized for highest Grand Mean Gallup Score</li> <li>Enterprise Site Recognized for highest Grand Mean Gallup Score</li> <li>Top Team Performance based on Grand Mean Score per Site</li> </ul> | <ul style="list-style-type: none"> <li>Framed certificate for work area and HR file</li> <li>Custom Red Frame Team Picture</li> <li>Flashlight Keychain</li> </ul>                                                                |
| Team of the Month                | <ul style="list-style-type: none"> <li>The top performing teams at each site</li> </ul>                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Traveling Team Trophy</li> <li>Team name on team of the month plaque</li> <li>Bragging rights!</li> <li>Framed Certificate for Supervisor</li> <li>Red Carpet Magnet for Agents</li> </ul> |
| Perfect Attendance               | <ul style="list-style-type: none"> <li>Agents who achieve perfect attendance</li> </ul>                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Certificate with copy to HR file</li> <li>Perfect attendance lanyard and pin</li> <li>Additional pins to celebrate each milestone?</li> </ul>                                              |



# Stellar Award (formerly Quality Elite)



## ➤ Award Description

- This reward celebrates top individual quality performance.
- It is based on quality performance with consideration to internal and external
- The award will be given to one agent in each tier at each CCC site monthly.

## ➤ Award Criteria

- Highest QA average for reporting month in each Tier per site
  - 50% Internal/50% External

## ➤ Fiscal Year Award Criteria

- Highest QA average for Fiscal Year in each Tier per site
  - 50% Internal/50% External

## ➤ Eligibility Requirements

- Must have an average minimum score of 85%
- Must not have any written warnings or auto fails in the past 60 days

## Stellar Monthly Reward

- Framed Certificate for work area and hard copy in HR file
- Reserved parking space for the month (Site specific)
- Red Carpet Bag

## Stellar Fiscal Year Reward

- Framed Art
- Certificate



# Bravo Award (formerly Rising Star)

## ➤ Award Description

- This reward celebrates the agents who demonstrates the most significant improvement in their QA score from the previous month.
- The award will be given to one agent in each tier at each CCC quarterly.

## ➤ Award Criteria

- Greatest positive change in QA score (%) from previous reporting quarter
  - 50% Internal/50% External

## ➤ Eligibility Requirements

- Must have a minimum average score of 75%
- Must not have any written warnings or auto fails in the past Quarter



### Most Improved Quality Reward

- Star Pin
- Certificate
- Red Carpet bag

# Spotlight Award

## ➤ Award Description

- This award recognizes the team with the highest Gallup Mean Score
- Awarded in each CCC Gallup Period
- Highest Site Engagement Score
- Highest Team Engagement Score in each CCC Site

## ➤ Award Criteria

- Gallup Results for the review period



## Site Engagement Award

- Framed certificate for work area presented to Site Manager
- Center Wide Lunch

## Team Engagement Award

- Framed Certificate
- Custom Red Frame-Team Picture presented to Supervisor
- Flashlight Keychain



# Encore Award (Perfect Attendance)

## ➤ Award Description

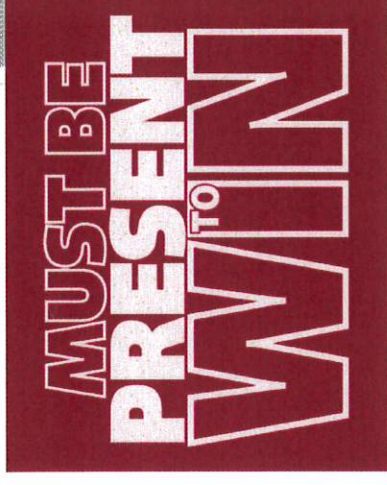
- This reward recognizes agents who achieve perfect attendance
- Awarded to any agent
- Quarterly

## ➤ Award Criteria

- No unscheduled leave during the reporting Quarter of any kind including FMLA/LWOP
- No late arrivals or early leaves
- No more than 1 occurrence of scheduled sick leave of no more than 10 work days (only once per Fiscal Year to continue to qualify)

## ➤ Eligibility Requirements

- Schedule adherence of 85% or greater during reporting month
- No disciplinary action



### Perfect Attendance

- Certificate and copy in HR file
- Perfect Attendance Lanyard for 1<sup>st</sup> award
- Pins to Add for Each Milestone Achieved
  - Month
  - Quarter
  - 1 Year, 2 Year, 3 Year etc.



# Circle of Excellence-Team of the Month

## ➤ Award Description

- This reward celebrates the top performing teams at each site
- The award will be given to one team at each CCC site monthly

## ➤ Award Criteria

- The Team and Leader with the highest monthly scorecard performance
  - 25 % Knowledge Survey
  - 25 % Courtesy Survey
  - 50% Internal Quality

## ➤ Eligibility Requirements

- Team adherence above 85%
- Team must be greater than 10 agents



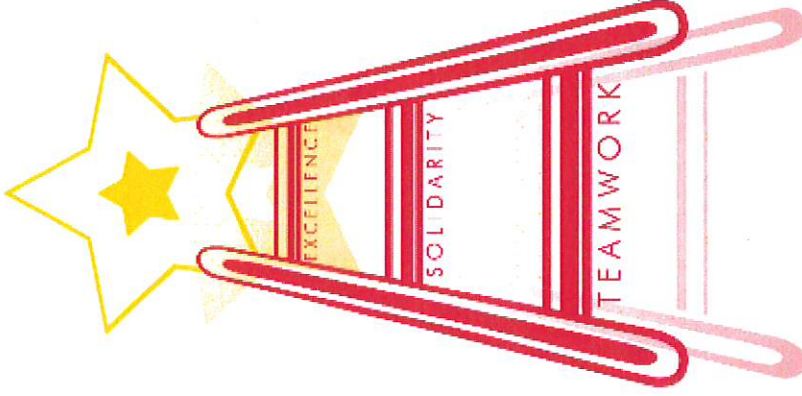
## Team of the Month:

- Traveling Team Trophy
- Team Picture Posted in Site
- Circle of Excellence Certificate and Frame for Supervisor
- Red Carpet Magnet for Agents and Certificate
- BRAGGING RIGHTS



# Red Carpet Awards

Will you achieve the next Stellar Award?





# Red Carpet Awards

Will you earn a Bravo applause?





# Red Carpet Awards

Will your team be in the spotlight?



11



# Red Carpet Awards

Are you a part of the Circle of Excellence for  
Team of the Month?





# Red Carpet Awards

Will you achieve Perfect Attendance?

