

NSSC Process Work Instruction	NSPWI-3000-0023	Revision 6.0
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National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Process Work Instruction

NSPWI-3000-0023 Revision 6.0

Effective Date: April 1, 2019
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NSSC Awards and Recognition

- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

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Approved by

AMY
ALEXANDER

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AMY ALEXANDER
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Amy Alexander
Human Resources Director

Date: _____

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DOCUMENT HISTORY LOG

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	1/10/2008	Initial Release
Revision	2.0	11/1/2013	Document originated under NSSCWI 3451.2 and renumbered to NSSDG-3451-0002 on 10/22/13 to align with the SDNS numbering system. Updates: <ul style="list-style-type: none"> • NPR reference to 3451.1 • Management, Organizations, and Award Officer roles • Award types and processes <ul style="list-style-type: none"> ○ Employee of the Year/Employee of the Quarter/Achiever of the Quarter process ○ Non-Traditional awards and other types of awards
Administrative Change	2.1	02/26/2014	Updated Time off Awards to be increments of 4 hours instead of 8 hours and approval levels.
Revision	3.0	06/22/2015	Document originated under NSWI-3451-0002 and has been renumbered to align with the NSSC Document Management Program Procedural Instruction (NSNPI-1410-0001).
Administrative Change	3.1	12/15/2015	Made clarifying notes in sections 5.2.c, 5.3.f, 5.4.d, and 5.4.g, recommended by the Nov. 2015 OHCM audit findings.
Revision	4.0	12/20/2106	Updated (5.10.1.2) to reflect that NCCIPS is its own entity for this award type.
Revision	5.0	12/26/2017	Includes new Agency NPR 3451.1C guidance: specifically Time-off Award increments of 4 hours instead of 8 hours. Updated decision levels to include designees.

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Revision	6.0	04/01/2019	Annual review. Transfer of responsibility from SOD HRO to SSC HR Services Branch of SDD HRSD. Updates to reflect current Agency policy and AHA program changes.
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1.0 Purpose

- 1.1 This NASA Shared Services Center (NSSC) Process Work Instruction (PWI) describes the goals, details, and processes of the NSSC Awards and Recognition Program. It describes types of awards available for civil service and non-civil service employees, the process for nominations, and how employees will be recognized and rewarded for their efforts.
- 1.2 Employee recognition is the timely, informal or formal, acknowledgement of an individual's or team's behavior, effort, or business result that supports the organization's goals and values, and which has clearly been beyond normal expectations. The goal of the NSSC Awards and Recognition program is to provide leadership with a method of positive reinforcement of the actions and behaviors most valued by the organization. Employees feel valued when acknowledged for their work which may lead to improved productivity, loyalty, and retention.
- 1.3 Contributions toward Agency and/or NSSC goals and objectives will be considered when recognizing employees for superior accomplishments. Federal Agencies may use any combination of award types to reward an employee for a specific contribution to ensure recognition commensurate with the contribution of the employee. The receipt of an award does not preclude the same employee from recognition with another type of award for the same accomplishment.
- 1.4 The Agency is authorized to incur expense for honorary recognition of employees as defined in 5 U.S.C § 2105, therefore, Service Provider (SP) employees may be recognized with a paper certificate only. Other award materials and/or travel expenses will be funded by the SP employer. When an award is proposed for a SP employee, management officials shall coordinate the proposed award with the employer through the cognizant contracting officer and/or contracting officer's representative.
- 1.5 Awards presented to SP employees do not constitute NSSC acceptance of the SP's performance unless stated in writing by the contracting officer.

2.0 Authority

This activity is performed within the Human Resources Services Division, Stennis Space Center HR Services Branch, under the authority of the Human Resources Director.

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3.0 Applicable Documents and References

5 USC. Chapter. 43, Performance Appraisal

5 USC. Chapter. 45, Incentive Awards

5 CFR. Part 430, Performance Management

5 CFR. Part 451, Awards

5 CFR. Part 531, Quality Step Increases

NPR 3451.1C NASA Awards and Recognition Program

NASA Office of Human Capital Management (OHCM) Personnel Bulletin 2009-32-TW

4.0 Roles and Responsibilities

The provisions of this PWI are relevant to all employees assigned to the NSSC, including both civil servants (CS) and service providers (SP), to the extent specified in their respective contracts.

4.1 Executive Director, NSSC

- a. Recommends nominees for awards that require higher level approval.
- b. Approves monetary and/or non-monetary awards for NSSC CS and non-monetary awards for SP or other contractors.
- c. Directs, supports, implements, and maintains the Awards and Recognition Program in accordance with the referenced authorities.
- d. May delegate this authority in accordance with Agency policy.

4.2 Organization Directors

- a. Effectively utilizes and monitors the Awards and Recognition Program within their respective organizations, including approving monetary and non-monetary awards for CS and SP employees as applicable.
- b. Informs employees of organizational standards upon which awards and recognition decisions will be based.
- c. Ensures consistent procedures and policies are in place for the public recognition of employee contributions, achievements, and excellent performance throughout the year.

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d. Participates in the presentation of awards.

4.3 Supervisors and Managers

- a. Ensures subordinate personnel are recommended promptly for recognition when actions by an individual or group of employees, in connection with or related to their employment, meet the criteria as stated for the particular award to be granted.
- b. Determines monetary and/or non-monetary awards for CS and SP employees.
- c. Encourages employees to exercise their responsibility for improving productivity, efficiency, economy, and effectiveness of Government operations and assist them in developing and implementing their ideas.
- d. Participates in the presentation of awards to subordinates.

4.4 NSSC Awards Panel Members

- a. Reviews nominations and recommends to the Executive Director the approval/disapproval of applicable awards, which may include, but are not limited to NASA Agency Honor Awards, NSSC Center Honor Awards, and other Agency Awards.
- b. The NSSC Awards Panel Members may include the Organization Directors (CS and SP), their designee, and the Director, SDD and Director, SOD.

4.5 Human Resources Director

- a. Periodically evaluates the effectiveness of the NSSC's Awards and Recognition Program and recommends changes and corrective action.
- b. Reviews requests for new or special NSSC awards prior to submission to the NSSC Executive Director.
- c. Supports the general policy direction and operation of the program.
- d. Supports the Awards and Recognition Program, including providing for adequate budget, staffing, and support services to ensure prompt action on award recommendations and effective program and publicity.
- e. Provides proper training and information to employees and supervisors about awards.

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4.6 Awards Officer

- a. Administers the daily operations of the awards program and serves as the staff and operational interface with NSSC management and NASA Headquarters on awards activities.
- b. Issues calls for awards and establishes local timelines for soliciting nominations for Agency award programs.
- c. Reviews nomination submissions and coordinates with the awards panels and management officials.
- d. Provides administrative support and technical advice to the awards panels and NSSC management in all aspects of the program.
- e. Arranges for the awards ceremonies/presentations with support of the Chief, Strategic Integration & Communication (SIC) Division.
- f. Maintains Center functionality of the NASA Automated Awards System (NAAS).
- g. Serves as the focal point for the receipt, dissemination, review, and control of awards nomination requirements, justifications, guidelines, submissions, and recognition materials.
- h. Maintains information on awards activity.

4.7 Chief, Strategic Integration & Communication (SIC) Division

- a. Supports the Awards and Recognition Program with publicity and promotional activities.
- b. Supports the Awards Officer in arranging proper ceremonies and award presentation.

5.0 Award Types

5.1 Performance Award (PA)

A PA is a lump sum cash and/or time-off award (TOA) based on the employee's performance and most recent rating of record. This PWI does not cover performance awards or rank awards for Senior Executive Service (SES).

- a. To be eligible for a PA an employee will:

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- 1) Be a General Schedule (GS) employee.
 - 2) Have received "Accomplished" or "Distinguished" as their current rating of record.
 - 3) Have occupied a position on the last day of the performance appraisal period for which awards are being considered.
 - 4) Have been covered under a performance plan for 90 days.
- b. Award will be based on percentage of salary for cash awards and/or a distribution of TOA hours allotted according to performance rating.
 - c. The Awards Officer will input the award into NAAS.

5.2 Quality Step Increase (QSI)

A QSI is granted for sustained high quality performance significantly above that expected at the accomplished level in an employee's position. Exceptional performance is defined as being within the top one percent of an organization's on-board number of employees. A QSI is an increase to the employee's base pay equivalent to one Within Grade Increase (WGI). The receipt of a QSI does not start a new waiting period for a regular WGI for the employee.

- a. To be considered for a QSI an employee will:
 - 1) Be a General Schedule (GS) employee.
 - 2) Have received "Distinguished" as their current rating of record.
 - 3) Have not received a QSI within the preceding 52 consecutive weeks.
- b. The Awards Officer will input the award into NAAS and update other relevant systems.
- c. Approval Authority - The NSSC senior leadership has final approval on all QSIs. One member of senior leadership will approve in NAAS.

5.3 Special Act or Service Award (SASA)

- a. A SASA is a lump sum cash award, TOA, or honor award based on individual or team actions which have exceeded job requirements on a one-time occurrence. Examples of these include, but are not limited to:
 - Meeting organizational goals.

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- Improving the efficiency, effectiveness, and economy of Government operations.
 - Achieving a significant reduction in paperwork.
- b. This type of recognition is appropriate to recognize achievement substantially beyond job requirements, a one-time occurrence, or to recognize acts of heroism.
 - c. The award will not be used as a substitute for other personnel actions or as a substitute for pay.
 - d. Eligibility - All NSSC CS employees, or former employees, or the estates of deceased employees, are eligible for an award provided the contribution was made while the person was a Government employee. The SP or other contractors are only eligible for non-monetary awards.
 - e. The amount of the award should be in direct proportion to the benefits (tangible, intangible, or a combination of the two) derived by NSSC or the Government as a result of the contribution. For group awards each individual recognized will share equally in the award or in proportion to the employee's contribution to the group effort. Approved monetary awards are in increments of \$25 (differing amounts are allowable if splitting a funding pool). TOAs are awarded in increments of 4 hours.
 - f. Award nominations are prepared by the nominator in NAAS. This award should be initiated in the NAAS within 30 days of completion of the accomplishment being recognized.
 - g. Certificate(s) will be provided to the nominator for presentation to the awardee(s).
 - h. Approval authority
 - 1) Approval is required at a management level higher than the individual preparing the award.
 - 2) The NSSC Executive Director retains final approval authority for individual and group awards that would grant any individual employee \$7,500 to \$9,999.
 - 3) All non-performance cash awards for SES/ST/SL employees require approval by the Administrator.

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5.4 On-the-Spot Award

An On-the-Spot Award provides a speedy method to reward employees who perform quality service in an exceptional manner.

- a. The award is intended to recognize one-time and short-term efforts by individuals and team members. The award can be granted at any time.
- b. Examples include situations where employees:
 - Developed new or revised procedures or other contributions toward the improvement of office productivity.
 - Performed added or emergency assignments, in addition to their regular duties.
 - Handled an unusually heavy workload, such as when co-workers are absent or when vacant positions are not filled immediately.
 - Exercised extraordinary initiative or creativity in addressing a critical need or a difficult problem.
 - Completed a short-term project or significant milestone in less time than expected or encountered unusual difficulties.
 - Planned a special event that is particularly successful because of the employee's personal efforts.
- c. All CS employees, except SES, are eligible for the award.
- d. This is a cash award of \$25 up to \$1,000, in increments of \$25 (differing amounts are allowable if splitting a funding pool). The amount of the award should be proportionate to the value of the contribution being recognized. Supervisors should use the On-the-Spot Benefit Application Scale (See Appendix B) to determine appropriate recognition levels.
- e. Award nominations are prepared in NAAS by the nominator. On-the-Spot Awards should be granted within 30 days of the achievement.
- f. Certificate(s) will be provided to the nominator for presentation to the awardee(s).
- g. Approval authority
 - 1) Authority to approve On-the-Spot Awards up to \$500 for all eligible employees is delegated to division/office chiefs.
 - 2) Authority to approve On-the-Spot Awards of \$501 to \$1,000 is reserved to the Executive Director and/or designee.

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5.5 Time-Off Award (TOA)

- a. A TOA is an excused absence granted to a CS employee without charge to leave or loss of pay.
- b. This award is intended to recognize individual and/or team performance and contributions to the organizational goals or the quality, efficiency, or economy of Government operations that are of a nonrecurring nature. In determining the amount of time off to be granted, the benefits realized by the Government from the employee's contribution will be considered. Examples include, but are not limited to, the following:
 - Making a high-quality contribution involving a difficult or important project or assignment.
 - Sustaining high-level performance as reflected, for example, in the most recent rating of record.
 - Displaying special initiative and skill in completing an assignment or project before the deadline.
 - Using initiative and creativity by recommending or making improvements in a product, activity, program, or service.
 - Ensuring the mission of the work unit is accomplished during a difficult period by successfully completing additional work or project assignment while maintaining his/her own workload.
- c. TOAs may be used in combination with monetary and/or non-monetary awards based on the same contributions.
- d. While there is no specific restriction on the maximum value of combined TOAs and monetary awards, approving officials should be sensitive to the perceptions that could arise from combining large TOAs with substantial cash awards.
- e. All CS employees, including SES, are eligible to receive a TOA.
- f. An employee may be granted up to 80 hours of time off (in increments of 4 hours) during a leave year. The amount of time off should be proportionate to the value of the contribution being recognized, and the decision to grant a TOA should be weighed against its value as an incentive or motivational tool. Supervisors should use the Time-Off Awards Benefit Application Scale of (see Appendix C) to determine appropriate recognition.
- g. It is recommended that TOAs are taken within the leave year granted. TOAs do not transfer to other Agencies nor can they be converted to cash.

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- h. Award nominations are prepared in NAAS and routed for review and approval as needed.
- i. Approval authority
 - 1) 4 to 8 hours – no additional approval required.
 - 2) 12 to 32 hours – require one additional approval.
 - 3) More than 32 hours – require two levels of approval; one of which is the Support Operations Director or Service Delivery Director.
 - 4) Time-off given as performance awards are reviewed by NSSC senior leadership prior to input into NAAS. Only 1 approval is required in NAAS by the Executive Director or designee.

5.6 NASA Honor Awards

- a. Refer to NPR 3451.1C, “NASA Awards and Recognition Program.”
- b. Submission and approval of NASA Honor Awards
 - 1) The Office of the Chief Human Capital Officer issues an annual call letter to solicit nominations for these Agency top honor awards.
 - 2) The Awards Officer issues a call with local timeline and procedures for submitting nominations.
 - 3) Nominations will be entered into NAAS by the CS nominator when the award is for CS or a CS/SP group. The SP will enter the nomination into NAAS when the award is for SP only.
 - 4) Nominations are reviewed by a diverse panel comprised of the Organization Directors (CS and SP) and other personnel as needed.
 - 5) Panel recommendations for approval/rejection are presented to the Executive Director for final approval authority.
- c. The NASA Distinguished Service Medal and Distinguished Public Service Medal are presented annually at the Administrator’s Agency Honor Awards ceremony.
- d. All NASA medals and certificates are presented at the NSSC Annual Honor Award Ceremony, to be held after the Administrator’s ceremony.
- e. Silver Achievement Award –This NASA Honor Award may be approved and

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award may be granted to CS and/or SP individuals or teams.

5.7 NSSC Honor Awards

- a. Group Achievement Award - This award recognizes outstanding teamwork accomplished across organizational lines and between organizations.

1) Examples of contributions that may be considered include:

- Team achievement for a particular project or assignment that involved overcoming unusual difficulties.
- Performance of assigned duties with special efforts that made important contributions or meeting organizational goals.
- Improving the efficiency, effectiveness, and economy of Government operations.

2) The award is intended to recognize CS and SP employees.

- b. Certificate of Achievement - This award is intended to recognize CS or SP employees for service or a contribution to the NSSC which warrants local recognition but does not meet criteria for the NASA Honor Awards. Criteria examples for granting the certificate are:

- Outstanding direction or management of a program segment that would affect the entire organization.
- Exceptional individual accomplishment that contributes significantly to the NSSC mission.

- c. Submission and approval process for NSSC Honor Awards:

1) The Awards Officer will issue an annual call letter to solicit nominations.

2) Nominations will be entered into NAAS by the CS nominator when the award is for CS or a CS/SP group. The SP will enter the nomination into NAAS when the award is for SP only.

3) Nominations are reviewed by the NSSC Awards Board and final approval determined by the Executive Director.

- d. NSSC Honor Awards are presented at the NSSC Annual Honor Awards Ceremony. The award consists of a framed certificate signed by the Executive Director.

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5.8 NSSC Unique, Career Service, and External Awards

a. Achiever of the Quarter (AOQ) - recognizes an employee who performs an act or service that exemplifies and reinforces the NSSC vision and mission of:

- Unparalleled service
- Customer focus
- Process improvement

1) Any NSSC CS or SP employee, except managers and SES, is eligible for the award.

2) Nomination and selection process

a. Each organization may select one awardee each quarter.

Organizations are:

- SOD / EDO / SDD / PMO
- Financial Management
- Human Resources
- Procurement and Contract Closeout
- Information Technology
- Customer Contact Center / Enterprise Service Desk / Document Imaging
- NCCIPS

b. Supervisors/Managers will determine their organization's awardee during the open call period.

3) The AOQ nominations will be entered into NAAS by the Awards Officer.

4) The AOQ will receive a certificate from their organizational manager.

b. Employee of the Quarter (EOQ) – EOQ is chosen from the AOQ honorees of the same quarter.

1) Selection process – The Awards Officer will provide the AOQ information to a panel consisting of CS/SP senior managers (NSSC Service Delivery Director, SOD Director, SP Deputy Program Manager, and the SP Service Delivery Manager (or the designee of the positions listed). The Panel must include a CS who will review the AOQ nominees to select one EOQ.

2) The winning nomination will be entered into NAAS by the Awards Officer.

3) The awardee will receive a certificate, \$500 cash award, picture with the NSSC Executive Director, and SP Program Manager, photo posted in the

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lobby, and a reserved parking space for three months.

- c. Employee of the Year (EOY) – This award recognizes an employee who performs an act or service that exemplifies and reinforces the NSSC vision and mission.
 - 1) Any NSSC CS or SP employee, except managers and SES, is eligible for the award.
 - 2) Nomination and selection process
 - a. Supervisors/Managers provide written nominations to the Awards Officer during the open call period. The nomination narrative must span a significant portion of the calendar year (CY).
 - b. The Awards Officer will consolidate nominations and provide them to the AOQ Panel to review and recommend top nominees.
 - c. The final selection will be made by the Executive Director and SP Program Manager (or their designee).
 - d. The awardee will be entered into NAAS by the Awards Officer.
 - 3) EOY will receive a certificate presented at the annual NASA/NSSC Honor Awards ceremony, \$1000 cash award, a picture with the NSSC Director and SP Program Manager (or their designee), a photo posted in the lobby, and a reserved parking space for a year.
- d. Career Service Recognition (Length of Service) - Recognizes service to the Government determined by the service computation date for leave and is granted in five-year multiples. Employees may receive certificates and other items depending upon their service time.
- e. Other Awards
 - 1) NASA CS Employees and SP may be eligible for recognition opportunities through other NASA programs, Agency Headquarter's organizations, other Government award programs, or external awards from professional groups and organizations. Awards include, but are not limited to, the following examples:
 - Agency Corporate Awards
 - External Awards
 - Space Flight Awareness
 - 2) As appropriate, the Awards Officer will issue a nomination call for approved

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external or other awards.

- 3) Nomination requirements and eligibility will vary depending on the award sponsor.

6.0 Records

Awards are included on the Master Records Index (MRI) with appropriate retention schedules noted.

7.0 Cancellation/Supersession of Previous Documents

This version (NSPWI-3000-0023, Revision 6.0) supersedes NSPWI-3000-0023, Revision 5.0.

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APPENDIX A - ACRONYM LIST

AOQ	Achiever of the Quarter
CFR	Code of Federal Regulations
CS	Civil Servant
CY	Calendar Year
EOQ	Employee of the Quarter
EOY	Employee of the Year
GS	General Schedule
HR	Human Resources
MRI	Master Records Index
NAAS	NASA Automated Awards System
NPR	NASA Procedural Requirements
NSSC	NASA Shared Services Center
OHCM	Office of Human Capital Management
PA	Performance Award
PWI	Process Work Instruction
QSI	Quality Step Increase
SASA	Special Act or Service Award
SDD	Service Delivery Directorate
SES	Senior Executive Service
SOD	Support Operations Directorate
SP	Service Provider
TOA	Time-Off Award
USC	United States Code
WIG	With-in Grade Increase

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APPENDIX B - ON-THE-SPOT BENEFIT APPLICATION SCALE

Award based on a single contribution.

Value to Organization	Dollar Amount
High - Substantial: <ul style="list-style-type: none"> A contribution, change, or modification to a product, activity, program, procedure, or service to the public, which is of sufficient value to merit formal recognition. 	\$100 - \$500
Exceptional - Superior: <ul style="list-style-type: none"> A significant contribution to the value or quality of a critical product or activity, program procedure, or service to the public. Initiation of a new principle or major procedure or complete revision of operating principles or procedures, with considerable to significant impact. 	\$501 - \$1,000

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APPENDIX C - TIME OFF AWARD BENEFITS APPLICATION SCALE

Award based on a single contribution.

Value to Directorate	Number of Hours
Moderate: <ol style="list-style-type: none"> 1. A contribution to a product, activity, program, or service to the public, which is of sufficient value to merit formal recognition. 2. Beneficial change of modification or operating principles or procedures. 	4
Substantial: <ol style="list-style-type: none"> 1. An important contribution to the value of a product, activity, program, or service to the public. 2. Significant change or modification of operating principles or procedures. 	8 to 16
High: <ol style="list-style-type: none"> 1. A highly significant contribution to the value of a product, activity, program, or service to the public. 2. Complete revision of operating principles or procedures, with considerable impact. 	16 to 28
Exceptional: <ol style="list-style-type: none"> 1. A superior contribution to the quality of a critical product, activity, program, or service to the public. 2. Initiation of a new principle or major procedure, with significant impact. 	28 to 40