

Criteria for the UCDSB Service Excellence Award

The Service Excellence award provides an opportunity to honour and recognize UCDSB staff (as individuals or in teams) who demonstrate the Qualities of Service Excellence and embody our Vision for Service Excellence. Ultimately, those recognized with this award, will have helped the Upper Canada District School Board make strides towards our goal of **100% satisfaction with the educational journey** for our students and their families.

Criteria for Nomination:

As you prepare to nominate a UCDSB staff member or team of staff, please provide examples or stories that describe the impact this person/team is having with regard to serving our customers. Ask yourself if they:

- **Regularly demonstrate the Six Qualities of Service Excellence:** (Culture of Care, Recognized & Valued, Individualized Care, Collaboration & Communication, Above & Beyond, Action: from Start to Finish).
- **Embody our Vision for Service Excellence:** This means that this nominee has taken a systematic look at how service is currently provided and has made an impact on one or more of the strategic areas that will lead our board to be the best in customer service. (ie. End User Thinking, Operational Excellence, Organizational Design, Accountability, Employee Engagement, and Servant Leadership)

Here are a few examples of how a nominee might demonstrate some of the areas that make up our Vision for Service Excellence:

- End-User Thinking – by listening to our customers' needs, this nominee improved or changed a process that resulted in a significant improvement to services received by students and or their families.
- Accountability – by implementing a way to measure, or by providing opportunities for customers to comment on their level of satisfaction, this nominee drove changes in the school/department success plan.
- Operational Excellence - by reviewing/analyzing a process from a customers' perspective, this nominee(s) improved upon a process that benefits those customers.
- **Demonstrate leadership** in the area of Service Excellence. This includes enabling others to be successful in this regard.
- **Have a far reaching impact** in the area of Service Excellence. This nominee has encouraged or inspired progress with other departments, individuals, sites at UCDSB and has made a positive impact on student and parent satisfaction with the educational journey.

Who Can Nominate?

Students, parents, community agencies, and UCDSB staff are encouraged to complete a nomination form to recognize those UCDSB staff or teams of staff who fit the criteria.