



DEPARTMENT OF THE NAVY  
CHIEF OF NAVAL AIR TRAINING  
250 LEXINGTON BLVD SUITE 102  
CORPUS CHRISTI TX 78419-5041

CNATRAINST 12451.1B  
N1  
25 JUL 12

CNATRA INSTRUCTION 12451.1B

Subj: CIVILIAN AWARDS AND RECOGNITION PROGRAM

Ref: (a) 5 CFR 430  
(b) 5 CFR 451  
(c) DOD 1400-25M  
(d) COMNAVAIRPACINST 12451.2A

Encl: (1) Awards Summary Chart  
(2) Nomination/Approval for Monetary or Time-Off Award  
(3) Nomination/Approval for Honorary Awards  
(4) Award Scales

1. Purpose. To establish policies, responsibilities, and procedures per references (a) through (d) for recognizing and rewarding Chief of Naval Air Training (CNATRA) civilian employees for significant accomplishments and contributions.

2. Cancellation. CNATRAINST 12451.1A

3. Program Objectives. Awards will be used to motivate employees to increase productivity by recognizing creativity in the workplace, and by rewarding employees and groups of employees when significant contributions are made. Within CNATRA it is the policy to recognize and reward employees, where practical, at the time of achievement.

4. Policy

a. The framework of the CNATRA Civilian Awards Program is defined in enclosure (1).

b. Approval authority will be delegated down to the levels identified in enclosure (1).

c. Award funds will be determined by CNATRA N8 at the beginning of each fiscal year. Each training wing and the CNATRA staff will be provided an authorized award level. The CNATRA staff award authority will be centrally managed by the Chief of Staff. CNATRA N8 will manage the funds in the central labor account and will track execution through the fiscal year.

Each wing shall track their use of award authority to ensure it is not exceeded

d. Awards are granted without regard to grade or salary level.

e. All civilian employees are eligible for monetary awards. Recommendations for monetary and/or time-off awards for the same accomplishment are considered to be one award. This consideration does not apply to Letters of Appreciation, Letters of Commendation, or other non-monetary awards. All award nominations must be submitted using enclosures (2) or (3).

5. Definitions. The following definitions are for the administration of the CNATRA Civilian Awards and Recognition Program.

a. Award. Recognition for individual or team achievement that contributes to organizational goals or improves the efficiency, effectiveness, and economy of the Government or is otherwise in the public interest. Such awards include, but are not limited to, employee incentives which are based on predetermined criteria such as productivity standards, performance goals, measurement systems, award formulas, or payout schedules.

b. Contribution. An accomplishment achieved through an individual, group, or team effort which contributes to the efficiency, economy, cost avoidance, or other beneficial impact to the general workplace, public welfare, or the overall DON mission.

c. Incentive Award. A monetary or non-monetary award for a contribution resulting in tangible benefits or savings and/or intangible benefits to the government. These are accomplishments and contributions that are within, beyond, or outside of normal job responsibilities. This award includes special acts or services, employee suggestions, inventions, etc.

d. Intangible Benefit. Savings to the government that cannot be measured in terms of dollars.

e. Monetary Award. An award in which the recognition device is a cash payment that does not increase the employee's rate of basic pay.

f. Non-Monetary (Honorary) Award. An award in which the recognition device is not a cash payment or time-off as an award, but rather an award of honorific value, e.g. a letter, certificate, medal, plaque or other item of nominal value.

(1) Department of the Navy (DON) Honorary Awards. The following awards shall be submitted utilizing enclosure (3). (The Human Resources Office is available to provide additional guidance concerning these awards).

(a) DON Distinguished Civilian Service Award (DCSA). The DCSA is the highest honorary award the Secretary of the Navy (SECNAV) can confer on a DON appropriated funded and non-appropriated funded civilian employee. The DCSA is granted only to those employees who have given distinguished and/or extraordinary service to the DON. The achievements or service must be truly exceptional when measured against the position requirements of the individual, and should far exceed the contributions and service of others with comparable responsibilities. Further, the DCSA should be reserved for contributions which are so unusual and/or significant that recognition at the SECNAV level is deserved. Additional indicators include:

1. A pattern of long-term, sustained high performance as evidenced by the nominee having previously received high honorary awards (e.g. DON Superior Civilian Service (SCSA) and/or DON Meritorious Civilian Service Award (MCSA), or similar awards or honors).

2. Career achievements that are recognized through the DON.

3. Indications of innovative leadership or highly successful programs or projects which have impacted beyond the nominee's activity or command.

4. Accomplishments/achievements which have had, as a minimum, DON-wide impact.

5. Scientific or technical advances, or suggestions of significant value.

6. Accomplishments which show unusual management abilities, innovative thinking, and/or outstanding leadership which benefit the DON.

7. Responsibility for major cost savings, reductions, or avoidance.

8. Unusual acts of heroism.

9. Exceptional cooperative efforts with other Navy offices, federal agencies, or the private sector.

(b) DON Superior Civilian Service Award (SCSA). The DON SCSA is the second highest honorary award in the DON. It is intended that the same DCSA criteria will be used for awarding the SCSA. However, for the SCSA, the contribution, while exceptional in value, would be narrower in scope or impact.

(c) DON Meritorious Civilian Service Award (MCSA). The DON MCSA is the third highest honorary award in the DON. As in the SCSA, the same DCSA criteria will be used for awarding the MCAS. For the MCSA, the contributions, while high in value, are more limited in scope/impact.

(d) Career Service Recognition. These awards recognize significant milestones in employee's careers and emphasize that service to the government, rather than service to a particular department or agency. When eligibility for career service is computed, employees should receive credit for total federal service, including civilian and all honorable military service.

g. On-the-Spot Award. Recognition for one-time achievement which provides an immediate reinforcement for exceptional performance beyond the normal bounds of an employee's job and which benefits the local work place. Awards range between \$25 and \$750 commensurate with the nature of the service or act being recognized. The appropriate award amount is based on the tangible and intangible benefits scales in enclosure (4). Examples of achievements that may be considered for an On-the-Spot Award are:

(1) Making a high quality contribution involving a difficult or important project or assignment.

(2) Accomplishing a specific, one-time, or special assignment that required extra effort or resulted in the organization receiving recognition for responsiveness to unplanned requirements.

h. Special Act Award. Group or individual recognition of a non-recurring contribution, either within or outside of normal job responsibilities, such as a valuable scientific or engineering achievement, act of heroism, or exemplary accomplishment. The appropriate award amount is based on the tangible and intangible scales in enclosure (4).

i. Tangible Benefits. Savings to the government that can be measured in terms of dollars.

j. Time-off Award. An award which allows supervisors to grant employees time off from duty, without loss of pay or charge to leave. This award may be used alone or in combination with monetary and/or non-monetary awards as an additional tool to reward employees. Examples of achievements which may be considered for a time-off award:

(1) High level performance.

(2) Making a high quality contribution involving a difficult or important project or assignment.

(3) Displaying special initiative and skill in completing an assignment or project before the deadline.

(4) Using initiative and creativity in making improvements in a product, activity, program or service.

(5) Ensuring the mission of the unit is accomplished during a difficult period by successfully completing additional work or a project assignment while maintaining the employee's own workload.

(6) Accomplishing a specific, one time, or special assignment that required extra effort or resulted in the organization receiving recognition for responsiveness to unprogrammed requirements.

(7) Supervisors and managers shall fully consider the value of time-off awards and productivity loss when granting these awards. The value should be determined by multiplying hours awarded times the hourly wage of the employee. This value shall be included in the total cost of the award to ensure that the number of hours granted is commensurate with the employee's contribution or accomplishment. Enclosure (4) is a recommended award scale for determining time-off awards.

(8) Limitations on time-off awards are as follows:

(a) The total amount of time-off that may be granted to any one individual in any one leave year is 80 hours. See enclosure (1) for approving authority level for recommended hours.

(b) The maximum amount of time-off that may be granted to an individual for a single contribution is 40 hours.

(c) Time-off granted as an award must be scheduled and used within one year after the effective date of the award. Any unused amount remaining after that time will be forfeited without further compensation to the employee.

(d) A time-off award does not convert to cash under any circumstances.

(e) Time-off awards shall not be granted to create the effect of a holiday or treated as administrative excusals or leave.

(f) A time-off award shall not be transferred between DOD components. If an employee is transferring to another DOD activity or outside DOD, the employee should be allowed to use the award prior to the transfer. Managers and supervisors should make every effort to ensure that the employee is able to use the time-off award before he or she leaves the command. A time-off award can be transferred within DON;

however, it must be scheduled and used within one year after the effective date of the award.

k. Quality Step Increase (QSI). An award to recognize excellence in performance by granting faster than normal step increases, resulting in an increase in employee's rate of basic pay. Careful consideration should be given before granting a QSI. An employee is eligible for only one QSI within a 52-week period. To be eligible for a QSI, employees must meet the following criteria:

(1) An employee who, when covered by a performance appraisal program that does not use a Level 5 summary;

(a) Receives a rating of record at the highest summary level used by the program; and

(b) Demonstrates sustained performance of high quality significantly above that expected at the "Fully Successful" level in the type of position concerned.

(2) Made a significant contribution to the organization's mission.

(3) There must be an expectation that the high quality performance will continue in the future.

(4) Recommendations will be submitted on a cover letter with the employee's name, social security number, position title, grade, step and statement of justification. An employee may be recommended for a QSI by anyone in the employee's line of supervision. The CNATRA PMB will review all QSI recommendations for Naval Air Training Command (NATRACOM) personnel for approval and forwarding to the Total Force Manpower Board. Commodores will approve all wing recommendations for QSI's prior to forwarding to the CNATRA PMB.

## 6. Procedures for Nominations/Approval

a. Nominations may be submitted for civilian employees who are filling a position identified on the Activity Manpower Document (AMD). Enclosures (1) through (4) establish criteria for nomination and approval of incentive awards.

b. CNATRA Staff and Detachments will submit approved Award Nomination Forms, enclosures (2) and (3), to the CNATRA Human Resources Specialist (N121) for processing. The Human Resources Specialist will process awards and forward a copy to Commander, Naval Air Force Pacific (COMNAVAIRPAC) Civilian Personnel Programs Office.

c. Training Air Wings will submit approved Award Nomination Forms, enclosures (2) and (3), to the Management Services Officer (MSO) for processing. The MSO will process awards and forward CNATRA Human Resources Specialist (N121) for review and routing to HR Servicing Center. The Human Resources Specialist will process awards and forward a copy to Commander, Naval Air Force Pacific (COMNAVAIRPAC) Civilian Personnel Programs Office.

## 7. Responsibilities

a. The Chief of Staff will:

(1) Be the approval authority for all staff awards above ACOS approval level.

(2) Promptly advise other ACOS' of anticipated cross-department awards.

(3) Conduct appropriate award ceremonies.

b. Commodores will:

(1) Approve awards within their authority and within authorized funding levels.

(2) Forward recommended awards that exceed their authority to the CNATRA PMB for further processing.

(3) Ensure awards are consistent and equitable for all employees, properly justified for specific contributions, and are in keeping with guidance in enclosure (4) for award levels.

(4) Conduct appropriate award ceremonies.

c. ACOS's will:

(1) Approve awards within their authority level per enclosure (1).

(2) Forward recommended awards that exceed their authority level to the CNATRA COS for approval.

(3) Ensure awards are consistent and equitable for all employees, properly justified for specific contributions, and are in keeping with guidance in enclosure (4) for award levels.

(4) Ensure awards are submitted in a timely manner.

d. Assistant Chief of Staff for Resources (N8) will:

(1) Determine authorized funding levels for awards at the beginning of each fiscal year. Provide authorization levels to the Chief of Staff for headquarters awards and to each Training Air Wing Commodore.

(2) Track execution of approved awards to ensure authorization levels are not exceeded.

e. The CNATRA Human Resources Specialist (N121) or the Management Services Officers (MSO) will:

(1) Assist in completing all required forms, justifications, and approvals.

(2) Process approved civilian awards in a timely fashion ensuring compliance with regulatory requirements.

8. Action. All NATRACOM Activities will comply with this instruction in the management of CNATRA staff civilian incentive awards and ensure deserving employees are rewarded accordingly.

C. HOLLINGSWORTH  
Chief of Staff

Distribution:  
CNATRA Website

**AWARDS SUMMARY CHART**

AWARD	TYPE	SCOPE OF CONTRIBUTION	INDIVIDUAL/ TEAM	AMOUNT (RANGE)	NOMINATION	APPROVAL
Special Act	Cash	Significant/one-time	Both	>\$1250	Supervisor	CNAP TFPMB
Special Act	Cash	Significant/one-time	Both	\$25-\$1250	Supervisor	ACOS/CSO<\$250 <sup>(1)</sup> COS/Commodore≥\$250
On-The-Spot	Cash	Limited/one-time	Both	\$25-\$750	Supervisor	ACOS/CSO<\$250 <sup>(1)</sup> COS/Commodore≥\$250
QSI	Salary Increase	Significant/Continuing	Individual (GS only)	One Step Increase	Supervisor	CNATRA PMB/CNAP TFPMB
Non-Monetary	Letter of Appreciation; Letter of Commendation; Distinguished Civil Service; Superior Civilian Service; Meritorious Civilian Service;	Significant/Variou	Both - usually individual	N/A	Supervisor	ACOS/CSO - LOA/LOC <sup>(1)</sup> CNATRA PMB/CNAP TFPMB - DCSA, SCSA, MCSA  Second Level Supervision <sup>(1)</sup>
Time-Off	Time-Off	Limited-Moderate/one-time	Both	Up to 40 hours for single act; 80 hours max per year	Supervisor	Supervisor <4 hrs ACOS/CSO ≤ 8 hrs <sup>(1)</sup> CNATRA COS/Commodore up to 16 hrs CNAP TFPMB > 16 hrs
Length of Service	Certificate/Pin	Service Time	Individual	N/A	N/A	N/A

**(1) Where Nomination Officer is ACOS/Special Assistant, must be approved by COS.**

<b>NOMINATION/APPROVAL FOR MONETARY OR TIME-OFF AWARDS</b>							
INDICATE TYPE OF AWARD RECOMMENDED	<input type="checkbox"/> SPECIAL ACT/SERVICE	<input type="checkbox"/> Time Off		<input type="checkbox"/>	QUALITY STEP INCREASE		
	<input type="checkbox"/> INDIVIDUAL	<input type="checkbox"/> GROUP	<input type="checkbox"/> ON-THE-SPOT				
<b>SECTION I (TO BE COMPLETED BY RECOMMENDING SUPERVISOR)</b>							
FROM (ORIGINATOR)			NAME			SSN	
ORGANIZATION/DEPARTMENT	POSITION TITLE		SERIES		GRADE/STEP		
PERIOD OF SERVICE FOR WHICH RECOMMENDATION IS BASED FROM:	POSITION HELD DURING PERIOD COVERED IF DIFFERENT FROM CURRENT POSITION						
		POSITION TITLE		SERIES		GRADE	
TO:	IF NOMINATION IS FOR A GROUP ATTACH A SEPARATE SHEET IDENTIFYING <u>NAME</u> , <u>TITLE</u> , <u>SERIES</u> , AND <u>GRADE</u>						
DESCRIPTION OF ACT OR SERVICE (IF ADDITIONAL SPACE IS REQUIRED USE ADDITIONAL PAGES)							
<b>SECTION II</b>							
ESTIMATE OF BENEFITS (CHECK APPROPRIATE BLOCK)							
INTANGIBLE BENEFITS (CHECK BLOCK BELOW TO IDENTIFY VALUE, EXTENT OF BENEFIT)							
TYPE		VALUE			EXTENT OF APPLICATION		
<input type="checkbox"/> SAFETY		<input type="checkbox"/> MODERATE			<input type="checkbox"/> LIMITED		
<input type="checkbox"/> IMPROVED METHOD		<input type="checkbox"/> SUBSTANTIAL			<input type="checkbox"/> EXTENDED		
<input type="checkbox"/> MORALE		<input type="checkbox"/> HIGH			<input type="checkbox"/> BROAD		
<input type="checkbox"/> OTHER		<input type="checkbox"/> EXCEPTIONAL			<input type="checkbox"/> GENERAL		
TANGIBLE BENEFITS (IN TABLE BELOW COMPUTE LABOR SAVINGS AT ACTUAL COST)							
	LABOR			MATERIAL			
	MAN HOURS PER	DOLLARS PER	TOTAL	UNITS PER	COST PER	TOTAL	TOTAL (LABOR AND MATERIAL)
FORMER METHOD							
NEW METHOD							
SAVINGS							
RECOMMENDED AMOUNT OF MONETARY AWARD							
<b>RECOMMENDING SUPERVISOR</b> (ACOS for Awards up to \$250 or 8 hours Time-Off)				<b>SECTION III</b> SIGNATURE/DATE			
NAME		ORGANIZATION		POSITION			
<b>SECOND LEVEL SUPERVISOR OR ACOS/SA:</b> <input type="checkbox"/> APPROVAL <input type="checkbox"/> DISAPPROVAL (IF DISAPPROVAL RECOMMEND PROVIDE RATIONAL ON SEPARATE SHEET OF PAPER)				SIGNATURE/DATE			

<b>NOMINATION/APPROVAL FOR MONETARY OR TIME-OFF AWARDS</b>		
(Each item of section III must be completed in the order provided below)		
<b>SECTION III A AWARD APPROVAL/DISAPPROVAL</b>		
DEPARTMENT HEAD/SPECIAL ASSISTANT		
PROVIDE EVALUATION AND RECOMMENDATION		
SIGNATURE		DATE
<b>SECTION III B COMPTROLLER (N/A for Time-Off Awards)</b>		
<input type="checkbox"/> FUNDS AVAILABLE	<input type="checkbox"/> FUNDS NOT AVAILABLE	AMOUNT
SIGNATURE		DATE
<b>APPROVING OFFICIAL (COS or Commodore for Awards exceeding \$250 or 8 hours Time-Off)</b>		
<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED		
REMARKS		
SIGNATURE		DATE
<b>INCENTIVE AWARDS PROGRAM ADMINISTRATOR, HUMAN RESOURCES</b>		
RPA NUMBER:		DATE FORWARDED TO HRSC:

Forward to Civilian Personnel Department after approval.  
The Incentive Awards Program Administrator will maintain all records on Incentive Awards recommendations.  
Form may be reproduced within department

CNATRA 12451/1 (Back)  
PRIVACY ACT STATEMENT

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<b>NOMINATION/APPROVAL FOR HONORARY AWARD</b>							
INDICATE TYPE OF AWARD RECOMMENDED		<input type="checkbox"/> DCSA					
		<input type="checkbox"/> SCSA		<input type="checkbox"/> MCSA			
<b>SECTION I (TO BE COMPLETED BY RECOMMENDING SUPERVISOR)</b>							
FROM (ORIGINATOR)			NAME			SSN	
ORGANIZATION/DEPARTMENT		POSITION TITLE		SERIES		GRADE/STEP	
PERIOD OF SERVICE FOR WHICH RECOMMENDATION IS BASED FROM:		POSITION HELD DURING PERIOD COVERED IF DIFFERENT FROM CURRENT POSITION					
		POSITION TITLE		SERIES		GRADE	
TO:							
DESCRIPTION OF ACT OR SERVICE (IF ADDITIONAL SPACE IS REQUIRED USE ADDITIONAL PAGES). REFER TO CNATRAINST 12451.1B, PARAGRAPH 4.f.(1) FOR DESCRIPTION OF CRITERIA FOR AWARD.							
<b>SECTION II</b>							
ESTIMATE OF BENEFITS (CHECK APPROPRIATE BLOCK)							
INTANGIBLE BENEFITS (CHECK BLOCK BELOW TO IDENTIFY VALUE, EXTENT OF BENEFIT)							
TYPE		VALUE			EXTENT OF APPLICATION		
<input type="checkbox"/> SAFETY		<input type="checkbox"/> MODERATE			<input type="checkbox"/> LIMITED		
<input type="checkbox"/> IMPROVED METHOD		<input type="checkbox"/> SUBSTANTIAL			<input type="checkbox"/> EXTENDED		
<input type="checkbox"/> MORALE		<input type="checkbox"/> HIGH			<input type="checkbox"/> BROAD		
<input type="checkbox"/> OTHER		<input type="checkbox"/> EXCEPTIONAL			<input type="checkbox"/> GENERAL		
TANGIBLE BENEFITS (IN TABLE BELOW COMPUTE LABOR SAVINGS AT ACTUAL COST)							
	LABOR			MATERIAL			
	MAN HOURS PER	DOLLARS PER	TOTAL	UNITS PER	COST PER	TOTAL	TOTAL (LABOR AND MATERIAL)
FORMER METHOD							
NEW METHOD							
SAVINGS							
<b>RECOMMENDING SUPERVISOR</b>				<b>SECTION III</b>			
NAME		ORGANIZATION		POSITION		SIGNATURE/DATE	
<b>SECOND LEVEL SUPERVISOR OR ACOS/SA:</b>				SIGNATURE/DATE			
<input type="checkbox"/> APPROVAL <input type="checkbox"/> DISAPPROVAL							

<b>NOMINATION/APPROVAL FOR HONORARY AWARD</b>	
<b>APPROVING OFFICIAL CHIEF OF STAFF</b>	
<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED	
REMARKS	
SIGNATURE	DATE
<b>SECTION IV</b>	
<b>INCENTIVE AWARDS PROGRAM ADMINISTRATOR, HUMAN RESOURCES OFFICE</b>	DATE FORWARDED TO N12:
Forward to HRO Corpus Christi for Issuance of Certificate/Medal.	

CNATRA 12451/3 (Back)  
PRIVACY ACT STATEMENT

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**SCALE OF AWARD AMOUNTS FOR SPECIAL ACT AWARDS  
BASED ON INTANGIBLE BENEFITS**

VALUE OF BENEFIT	EXTENT OF APPLICATION			
	LIMITED Affects functions, mission or personnel of one facility, installation, regional area, or an organizational element of headquarters. Affects small area of science or technology.	EXTENDED Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology.	BROAD Affects functions, mission, or personnel of several regional areas or commands, or an entire department or agency. Affects an extensive area of science or technology	GENERAL Affects functions, mission, or personnel of more than one department or agency, or is in the public interest throughout the Nation and beyond.
<b>MODERATE</b> Change or modification of an operating principle or procedure with limited use or impact	\$50-\$500	\$501-\$700	\$701-\$1000	\$1001-\$1500
<b>SUBSTANTIAL</b> Substantial change or modification of procedures. Important improvements to the value of a product, activity, program, or service to the public.	\$501-\$700	\$701-\$1000	\$1001-\$1500	\$1501-\$2000
<b>HIGH</b> Complete revision of a basic principle; a highly significant improvement to the value of a product or service.	\$701-\$1000	\$1001-\$1500	\$1001-\$1500	\$2001-\$2500
<b>EXCEPTIONAL</b> Initiation of a new principle or major procedure; a superior improvement to the quality of a critical product, activity, program, or service to the public.	\$1001-\$1500	\$1501-\$2000	\$2001-\$2500	\$2501-\$3000

**SCALE OF AWARD FOR SPECIAL ACT AWARDS  
BASED ON TANGIBLE BENEFIT**

**BENEFIT**

**AWARD**

**Estimated First Year Benefits**

**Amount of Award**

Up to \$100,000

3 percent of benefit

**SCALE OF AWARD AMOUNTS BASED ON INTAGIBLE BENEFITS FOR ON THE SPOT AWARDS**

<b>VALUE OF BENEFIT</b>	<b>EXTENT OF APPLICATION</b>	
	<b>LIMITED</b>	<b>EXTENDED</b>
	Affects functions, mission, or personnel of one facility, installation, regional area, or an organizational element of headquarters. Affects small area of science or technology.	Affects functions, mission, or personnel of an entire regional area, command, or bureau. Affects an important area of science or technology.
<b>Moderate</b>  Change or modification of an operating principle or procedure with limited use or impact.	\$25-\$500	\$501-\$750
<b>Substantial</b>  Substantial change or modification or procedures. Important improvements to the value of a product, activity, program, or service to the public.	\$501-\$750	

**SCALE OF AWARD AMOUNTS BASED ON TAGIBLE BENEFITS FOR ON THE SPOT AWARDS**

**BENEFIT**

**AWARD**

**Estimated First Year Benefits**

**Amount of Award**

Up to \$25,000

3 percent of benefits

**TIME-OFF AWARDS SCALE**

<u>Value to the Organization</u>	<u>Number of Hours</u>
<b>MODERATE:</b>	1 to 10
(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 or modification of operation principles or procedures.	
<b>SUBSTANTIAL:</b>	11 to 20
(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.	
<b>HIGH:</b>	21 to 30
(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.	
<b>EXCEPTIONAL:</b>	31 to 40
(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.	