



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE

United Arab Emirates University

Award Guide

Distinguished Team Category

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General Conditions

1. The Distinguished Team Category includes any official working group (group or committee, etc.) working permanently, or temporarily, on the completion of work, projects or initiatives with the conditions that: the team has at least four members, is not included in the organizational structure and has no external non-governmental participation in the design and implementation of the project. **The team should be entered in one of the following categories. Only one prize will be awarded for team excellence:**

- **Distinguished Service Development Team (Obligatory):** includes all the teams that work on initiatives and projects aimed at the development and improvement of a service/ a set of services provided directly to external customers (individuals/ private sector companies) and increases customer satisfaction through, for example, reducing the duration of a service, the number of steps required to complete this service or improves the quality of the end product.
- **Distinguished Internal Performance Improvement Team:** includes all the teams that work on initiatives and projects designed to improve corporate performance, major operations, support operations or reduce costs.
- **Distinguished Technical Team:** includes all teams working on initiatives and projects in which technology and state-of-the-art techniques are used creatively to improve performance, maintain or support operations, reduce costs, develop or enhance services or provide new services.
- **Distinguished Joint Team:** includes all the teams that work on the initiatives and projects that are implemented with external partners to develop services and improve internal performance. This may include administrative or technical applications.

2. The Distinguished Joint Team who wish to apply for the internal award must coordinate with their external partners to ensure their willingness to participate in the Sheikh Khalifa Government Excellence Award. To produce an acceptable file a team must conform to the following:

- The Joint team must include at least one other federal government entity.
- This can include projects or initiatives to develop services and improve internal performance using management or technical/ professional applications.

3. The university reserves the right to publish contents of the winning files in order to publish success stories after the announcement of the results.

4. When drafting the file the standards mentioned in Chapter 3 of this guide must be taken into account. These should be referenced as appendices or as supporting evidence when cited in the text.

5. All files submitted for the award are treated with strict confidentiality and they will not be disclosed either before or during the evaluation phase.

6. Data should be compiled in order to help the reader to understand the nature of the application and the benefits derived from it.

7. For participation in the Sheikh Khalifa Excellence Award candidates will be selected from the winners of the Interior Awards.

8. Interviews will be carried out after submission of the files. The applicant (the employee/ team/ organizational unit) must prepare the application, laptop and a copy of the documents by giving fully detailed information.

9. Ant department, branch, team or employee who wins in one cycle cannot be nominated for the next one.



Award Criteria

The award is subject to the criteria in the table below which should be taken into account when preparing the nomination file:

Criterion	النقاط
Criterion1: Team Formulation and Project/ Initiative/ Experiment Planning Methodology	25%
Criterion2: Implementation Methodology	25%
Criterion3: Assessment of Achievements and Results	50%
Total	100%

The following are the main and sub criteria for this category.



Criterion 1 – Team Formulation and Project/ Initiative/ Experiment Planning Methodology

1. The nature of the data and the difficulties that faced university, which resulted in the need for the development of the project / initiative / experiment.

- ☐ Preliminary data which led to the development of the project.

2. Planning for the project / initiative / experiment. This could include:

o Forming a working group.

- ☐ The criteria used to determine the necessity of forming a team.
- ☐ Specifying the areas that required the formation of work teams and committees.
- ☐ The reasons for the formation of a committee or working group:
 - The diversity of disciplines and jobs required to implement the tasks / projects at university level. These come from the operational plans and systems as they are updated and developed.
 - Lack of the required support.
 - Preparation at university level.
 - Emergence of problems such as, increased complaints, non-sharing of information, ineffectiveness of meetings and weakness in entrepreneurial spirit and creativity plus opposition to change and the introduction of new technology, etc.
 - Developing policies and strategies at university level.
 - Directing and monitoring institutional projects and programs and overseeing the implementation.

o The criteria used for the selection of team members.

- ☐ The criteria used for the selection of team members including the diversity of skills and abilities available.
- ☐ How the formation of the team was determined.
- ☐ A team leader with the ability to influence others and contribute to decision-making processes.

o How to determine the objectives and outcomes and how the functions of the work team match the strategic plan of the university.

- ☐ Determining the reasons for the formation of the team, the importance of the subject, the importance of having a dedicated team and how it relates to the strategic plan and expected outputs.
- ☐ Developing the vision and mission of the team with the participation of every members and determine how it relates to the university plan.
- ☐ Developing a methodology for team formation (such as the assignment of team leadership, the choice of team members from participating departments).
- ☐ A periodic review of the methodology.



**o The existence of a clear plan of action to manage the planning, implementation and evaluation processes;
how to determine the functions, responsibilities and respective powers of team members.**

- ☐ Developing methodology for planning, implementation and the evaluation of teams and committees.
- ☐ Designing a work plan that incorporates every phase of the project.
- ☐ Identifying key elements of the action and operational plans including initiatives and sub-projects; plan for regular meetings and identify indicators and performance measures.
- ☐ Prepare action plans from the main action plan for both committees and sub-teams.
- ☐ Identify the responsibilities of the work team and the distribution of tasks among members.

o Solutions or alternatives that were compared to the project / initiative / experiment and the reasons for their exclusion.

Studying solutions and alternatives for the initiative and identifying the methodology.

o Financial planning for the project / initiative / experiment and an analysis of benefits and costs.

- ☐ Determine the financial needs of the team and its action plans and the development of appropriate methodology.
- ☐ Clarify how the university meets these financial needs.
- ☐ Identify a specific budget for the team.

o Identify the parties affected by the project / initiative / experiment and analyze how they are affected.

- ☐ Identify stakeholders and analyze the nature of the relationship and how they are affected by the initiative.
- ☐ Identify the stakeholders affected by the initiative.

o Analyze the risks associated with the implementation of the project / initiative / experiment.

- ☐ Analyze potential risks and determine the risks; determine priorities for addressing these risks and develop a plan to manage these risks.

o Determine the skills of team members required to achieve the objectives of the project / initiative / experiment and how to meet them.

- ☐ Identify the skills required to implement the project based on the objectives and expected outputs.
- ☐ Identify the skills of staff members to determine the appropriate distribution of staff according to the skills and competencies required.
- ☐ Identify the gap between the skills required and the existing skills of team members in order to bridge this gap through the development of a training and recruitment plan.



Criterion 2 – Implementation Methodology

1. Mechanisms to implement and review of the plan of action.

- ☐ Identify the mechanisms used to implement the plan of action.
- ☐ Follow-up on implementation on a regular basis through periodic meetings and reviews of the plan.
- ☐ How the leader monitors the implementation of action plans, and the distribution of tasks and responsibilities. Follow up this implementation by preparing periodic reports.

2. Documentation of methods / methodologies applied.

- ☐ Document the main plan and sub-plans in the form of electronic documents and distribute them to team members.
- ☐ Document and publish minutes of meetings.
- ☐ Document training programs.
- ☐ Document results and the achievements of the team.
- ☐ Document procedures for the work team in the form of a flowchart.
- ☐ Design and document the methodologies used.

3. The benefits of the administrative methods or modern technologies used in the implementation of the task.

- ☐ The management style utilized in the implementation, appointment of a coordinator or team leader to manage meetings; the gathering and discussion of suggestions and recommendations to determine respective responsibilities. Responsibility for managing the transition of the team from one stage to another making decisions and recommendations to the decision makers at the university.
- ☐ Identify modern techniques used in the application (modern electronic programs, electronic devices, systems, etc.).
- ☐ Access to best practices to determine the best management techniques.

4. The support of senior management for the team, creation of internal organizations and provision of the resources necessary to ensure the continuity of success.

- ☐ The role of senior leadership in supporting the team and the provision of necessary resources (human, financial, technical).
- ☐ Identify the resources required and provided to the team / committee.

5. Communication internally and externally to achieve the objectives.

- ☐ Develop a communication plan showing the methods of communication both inside and outside the university.
- ☐ The number of meetings held in a certain period of time.
- ☐ The commitment to attending meetings by team members.

6. How to handle differences of opinion between the team members and take advantage of these differences in the development of performance and the provision of effective solutions to any impediments.

- ☐ The use of consensus in decision-making.
- ☐ Use collective voting to remove obstacles and make correct decisions.
- ☐ Take turns in chairing meetings to promote a spirit of leadership and mutual trust among members.
- ☐ Refer to the charter of the committee/ team to resolve the differences.
- ☐ Commitment to the values, principles and general guidelines.
- ☐ Develop evidence of transparency in resolving differences in order to reach appropriate solutions.



7. The benefits of the expertise and skills of respective team members in order to achieve the objectives.

- ☐ Depend on a variety of skills and disciplines when forming a team in order to effectively achieve goals.
- ☐ Distribute tasks and responsibilities in a balanced manner to achieve maximum benefit from the diversity of skills in evidence.
- ☐ Rotation of the team leader depending on the nature of the topic.
- ☐ Introduce new members to the team as required.
- ☐ Use the skills of members in the design of new business methods and provide workshops for those involved.

8. Extent of learning and transfer of knowledge derived from the team's work.

- ☐ Identify the learning mechanisms used and the development of a training plan for team members.
- ☐ Implement a working methodology based on the learning, transfer and management of knowledge (group and open discussion, respect for the other's opinions, exchange of ideas and the transfer of knowledge and experience, use of technology and advanced scientific tools, plus field visits to view best practices).
- ☐ The implementation of best practices.
- ☐ Discussions among team members in order to facilitate the transfer of knowledge.



Criterion 3 – Achievements and Results Assessment

This criterion focuses on the results of the project / initiative / experiment which has been implemented. The extent of its contribution to the strategic objectives of the university / participation authorities. This can include the following sub-criteria:

1. Results achieved by the team and their physical and non-physical implications.

☐ Present the results, such as:

- The team trained a number of (...) of university staff on the program / process (...) within a short period of time (...) and a number of (...) from the staff of other third parties such as (...).
- The team has achieved a rate of (...) % in customer satisfaction.
- The team made a number of strategic partnerships with (...) partners, who are (...) and (...).
- The team solved multiple problems at the university / participant / department / public authorities / private authorities, including solving problem of (...) in (...).
- The team designed a unified model at the university / participant / state level used to (...).
- The team has brought additional income to the University worth of (...), and reduced the expenses of the university (...) %.

2. The contribution of the team in achieving the strategic objectives of the university / participating authorities.

- ☐ The achievements of the team in respect of the strategic objectives.
- ☐ The role of the team in achieving strategic objectives.
- ☐ Action plans/ initiatives for the achievement of strategic objectives.

3. Results of operational performance indicators.

- ☐ The operational indicators and their results, targets achieved and the determining causes.
- ☐ Measurement of results, putting them in tabular form and compare them with targets.

No.	Performance Measurement/ Performance Indicator	Target	Achieved	Duration	Analysis
1					
2					
3					

4. The degree of excellence and innovation achieved by the team.

- ☐ Clear focus on the safety of citizens / customer satisfaction through (...).
- ☐ The team developed creative ideas at the university level, such as (...) to solve the problem (...).
- ☐ The team issued periodic bulletins on the subject (...).
- ☐ The use of global best practices to provide services in the field of (...).
- ☐ Achieve the goals set and results that exceeded targets such as (...).
- ☐ Simplify procedures for (...) and shorten the time required for completion.



Structure of the Application

The number of pages to request participation in the Distinguished Team Category must not exceed 40 pages, for example: 20 pages for the file and 20 for attachments (including all appendices, attachments, attached documents such as charts, tables, illustrations, data, images, correspondence, results, applications, etc.). The file includes the following pages, which are not calculated in the previous pages.

Cover Page: University name and logo, which category, team / department/ employee name.

Table of Contents: Please attach one page including a Table of Contents of the documents submitted, and indicate the page numbers for each part of the application.

Introduction about the university department with a maximum of two to three pages as a general summary. The introduction should be a one page summary of the experiment/ team/ employee.

Glossary: this glossary is to explain all the terminology and abbreviations contained in the application.

- Attached documents should not exceed 20 pages.
- More than one diagram may be included in one page of the appendices.
- The answer pages should be separated from the attachments.

Criterion	Percentage of the Criterion	Number of pages/attachments
Criterion1: Team Formulation and Project/ Initiative/ Experimental Planning Methodology	25%	5
Criterion2: Implementation Methodology	25%	5
Criterion3: Achievements and Results Assessment	50%	10
Total	100%	20



Instructions for Filling in the Nomination File

Language: the default language is Arabic some English terms can be translated. In cases where the employee, team or department members do not speak Arabic they can use English.

Font: use Simplified Arabic or Arial for English as follows:

- Headlines: font size (14).
- Subtitles: font size (13).
- Content: font size (12).

Writing Style: all attachments must use the same style of font as used in the main text. Write on one side only of the application.

Attaching Documents: For participation in teams (internal and joint) categorie the attachments must be separate from the answer pages, and shall not include any attachments in the answer pages, these documents must be official, certified, clear, readable, time-bound, purposeful and reflective. These documents may be letters, resolutions, certificates, pictures, operating guides, diagrams, illustrations, studies/ research or reports).

Page Size: A4 paper.

Space between lines: 1.15 inches.

Margins:

- Top Margin: bottom, left: 0.5 inch.
- Right Margin: 1 inch.
- Header: 0.5 inch.
- Footer: 0.5 inch.

Page Numbering: the page number and total number of pages must be shown on the left edge of each page (e.g. page number to ... or/....).

Numbering of Paragraphs: paragraphs should be numbered in order to correspond with the numbering of the main and sub criteria and the activities that will be answered, for example 3-2-1 (first activity, the second sub criterion, the third main criterion).

