



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE
United Arab Emirates University

Standard Models
in the Career Excellence Category

Criterion 1: Performance and Achievement

How the employee fulfills tasks including the obstacles that were overcome.

- This includes the major difficulties faced while implementing the concept of quality and organizational excellence. This requires effort to apply and consolidate these criteria in the working environment. The employee is responsible for disseminating and applying standards of excellence overcoming difficulties. The employee should:
 - Attend (4) specialized courses in the field of quality and excellence (quality management, self-evaluation, etc.).
 - Contribute to a scientific journal/ periodical in the field of excellence; become a member of the European Foundation for Quality and take advantage of the foundation's scientific publications.
 - Make use of institutional and leadership support for corporate excellence at the university, and organize (3) specialized courses in the same field, in which (80) employees from department heads through administrators take part in order to explain standards of excellence and disseminate corporate excellence throughout the university.

Criterion 2: Initiation and Creativity

The employee's self-motivation and ability to take the initiative and be innovative.

- The Employee must have the ability to take the initiative, be innovative and conduct research. The employee should have contributed to various creative initiatives and have shown leadership and ability in every role he/ she has held. His Excellency the Chancellor, issued the initiatives:
 - The employee has developed a frame of reference to make both local and global comparisons. He/ she has managed partnerships with strategic partners: see Resolution No. (7), attached.

- The employee has contributed to the annual forum for and chaired the organizing committee of the first forum held during the month of February 2010 and received a certificate of appreciation from His Excellency, the Chancellor.

Criterion 3: Cooperation and Job Commitment

Evidence that demonstrates the employee's ability to work in a team

- As a departmental manager concerned with university excellence, the employee believes in the importance of working in a team: so he/ she is:
 - A member and/ or rapporteur on the development committee
 - Heads the team for preparing nomination files for Sheikh Khalifa Government Excellence Program.
 - A member of the standing committee for customer service.
 - Headed (3) teams in 2009, and participated in (3) work teams during the same year.
 - Formed different teams in both current and former departments in order to accomplish tasks, also formed (8) work teams during the years 2008-2009. See the decision to form a team: attachment (13).
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Criterion 4: Participation and Taking Responsibility

Employee's participation in formal and non-formal activities organized by the university

The employee participated in several activities related to his /her official duties that were organized by different departments as shown below:

- Formal activities: ten participations during the period 2013-2015 such as the participation in the Government Summit in 2013, Green Development Conference in 2014 and Gitex Exhibition in 2015.
- Informal activities: five participations during the period 2013-2015, where the employee participated in the National Day Celebrations, the National Tree Day as well as five community initiatives during the period 2013-2015 organized by media

and communication department, for example the participation in blood donation campaign in 2013.

Criterion 5: Continuous Learning

Employee's keenness to develop his/her skills in different areas related to their work duties including: computer and Internet skills, language skills, communication skills or specialized technical skills (through training) and his/her ability to use these skills to increase work performance.

To develop his/her knowledge and experience, the employee attended fifteen training programs / awareness workshops organized by either the human resource department or his/her department during the past three years such as: communications skills training program in 2014, Microsoft office training program and an advanced English program to improve his/her linguistic skills in 2013. Besides that, (s) he attended the performance appraisal system awareness workshops in 2014.

Criterion 6: Supervisory Skills

The ability of the supervisor to identify a clear vision for his organizational unit/ team, and the ability to formulate integrated plans and apply them efficiently.

- The supervisor should have a wide range of supervisory skills and an ability to implement plans efficiently, therefore:
 - He/ she defined the vision and objectives of the department until 2013. These objectives were derived from documented tasks aimed at achieving corporate excellence. The vision can be summarized as achieving corporate excellence to international standards.
 - The employee prepares an annual operational plan for the department through the formation of a working group under his leadership with the participation of department heads. He/she selects and implements administrative tasks (which reached 95% in 2009) and explains operational plans that are then published on the internal website. See the result for plan evaluation: attachment (22).