



# **OPERATIONAL EXCELLENCE AWARD PROGRAM**

**Recognizing Operators for Excellence in Water &  
Wastewater Operations and Service Delivery**

October, 2016

## OPERATIONAL EXCELLENCE AWARD PROGRAM

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### PURPOSE OF THE PROGRAM

The Maritime Provinces Water & Wastewater Association (MPWWA) is an operator-based organization. Our members provide maritime communities with public health and environmental protection with the treatment and delivery of clean safe drinking water and wastewater services. The MPWWA has now expanded the award program to recognize individual operators who regularly demonstrate excellence in facility operations and contribute positively in the workplace and in the community they serve. The intent of the **Operational Excellence Award** program is to recognize members who meet the standards set out in this program.

### SELECTION CRITERIA

The selection criteria for an **Operational Excellence Award** focuses on the positive aspects of the individual, specifically in their role as an operator, but also considers the assistance they offer to co-workers and/or on their community involvement. Nominations should provide detailed information of the operator as related to one or more of the following categories:

- **Operational Oversight:** Examples of the daily work of the operator:
  - Performing their routine role as an operator such as facility checks, sampling, testing, process changes, applying safe work practices, etc.
  - Responding to emergency situations
  - Addressing issues and/or complaints through changes in operational oversight if required
- **Training and/or Mentoring:** Examples of assistance provided to fellow operators
  - On-the-job training for safe and effective operations
  - Advising fellow operators on how new equipment, products and/or procedures are to be used and applied
  - Assisting fellow operators in career development and certification preparation

- Promoting by example the importance of personal training to keep current with industry standards, regulatory requirements, and new technologies, equipment and services
- **Decision-Making:** Examples of how the operator works with management
  - Identifying operational budget requirements and forecasting
  - Equipment purchase, maintenance and/or replacement requirements
  - Communication and information sharing with staff and the public
- **Civic Involvement:** Examples of how the operator contributes to their community and area
  - Developing and/or facilitating school and public education programs
  - Volunteering in associations and or emergency response

## ELIGIBILITY

To be eligible for an ***Operational Excellence Award***, individuals must meet the following eligibility requirements:

- Currently holds certification for a provincial jurisdiction in Atlantic Canada as an operator in a water treatment facility, or a water distribution facility, or a wastewater collection facility, or a wastewater treatment facility;
- Has been a member of MPWWA for a minimum of 3 years

## AWARDS

The MPWWA Board of Directors has established the following two (2) ***Operational Excellence Awards*** to recognize individuals who illustrate excellence in drinking water and/or wastewater service delivery:

- ***“Operational Excellence Award for Drinking Water Operations”***
  - Recipients from water treatment and/or distribution
- ***“Operational Excellence Award for Wastewater Operations”***
  - Recipients from wastewater collection and/or treatment

## SELECTION & PRESENTATION PROCESS

- Nominations must be submitted on the ***Operational Excellence Award*** nomination form and submitted to MPWWA by the posted deadline date.
- MPWWA has established a nomination committee to oversee the nominations, review submissions to determine if the required criteria has been met, and select the winner(s).
- The committee will ensure that a plaque for each winner is made for presentation at the MPWWA Annual Training Seminar.
- The nominating individual will be notified if their submission has been chosen so they can make arrangements for the award winner to hopefully be present at the seminar to receive their award.

## REVIEW AND UPDATE

The MPWWA Board of Directors will review the ***Operational Excellence Award*** program on an annual basis. The Association welcomes comments and recommendations by members on this program. Please contact any member of the Board of Directors to discuss.