



Joan is a high-performing employee who is an important resource to me, the team, and our business partners. She consistently receives a score of 5 for her common reviews. I admire her willingness to do the right thing and to make improvements to processes as needed. As indicated in the nomination, Joan goes above and beyond in all that she does!

Colleague review feedback:

- Joan assists with the SOP updates and improvements for our team. Joan always has a wonderful answer to a problem or wording in an SOP. She is thorough and meticulous, making sure all situations are covered.
- Joan is a pleasure to work with! She is professional and patient. She is a joy to work with, very pleasant and positive.
- I work with Joan primarily on the PMG Loading Grids for Colorado. Joan is wonderful to work with. Her updates are accurate and completed as requested. She regularly communicates with me as a submitter to confirm instructions, if needed, sends gentle reminders for approvals, and completes the updates timely. I am grateful I get to work with her. I know when I submit a request, it will be done, and it will be correct.
- I love working with Joan. Her work is always done correctly and timely. She will go the extra mile to help on complicated updates and does it with a great attitude. I appreciate her!

Bravo kudos:

-Happy Friday Joan! Know what went well in my hectic work week? Our 'unscheduled' meeting on Wednesday! A jabber turned into a screen share because just giving an answer won't do for you. You showed me capabilities in Word in one hour of your day that improved my skillset, providing efficiency in documentation writing and formatting. I really was not expecting the lesson which I am so grateful and impressed by. I've collaborated with you for years, always a wonderful experience, yet I never knew how much of your time you dedicate to helping your coworkers. (I'm not even on your team!) Your attention showed me how much you care about others success as you do your own! Now because you are so outstanding, don't think I won't be back for more! What a great show of collaboration across teams!

-Joan you are the best! You covered for me when I was on PTO and I cannot thank you enough. Having to handle 9 documents posting on same day and making sure all were correct is a job. I always feel that anything that comes up you got it. Thank you so much.

-Thank you, Joan, for going out of your way and helping me to better understand documentation reporting and showing me various ways to identify teams impacted for specific documents. It will be useful for projects I have currently and in understanding utilization by various teams. You are appreciated Joan!

-Hi Joan, thank you so much for meeting with my team and sharing your knowledge about formatting our team SOP. You went the extra step to record our session and send it out so we could revisit all the great details you shared. You're always a wealth of information and a great teammate! Thanks again ;)

-Joan - I just wanted to take a moment and thank you for everything!! You always taking the time to help, no matter what I need, you are always there for me, it means the world to me. You are greatly appreciated!!

Joan Thomas is a true service hero to her teammates, her peers, our business partners, and anyone who seeks assistance. I strongly believe she is worthy of this honor, as demonstrated by the feedback shown here as well as the narrative in her nomination!