FORT GEORGE G. MEADE'S
STRATEGIC NEWSLETTER

June 2009

Volume 1, Issue 2

Know Your Role

Strategic Update

Director's Corner

Ms. Bernadette Baldeo is the Senior Strategic Planner for the Installation and is responsible for the execution of over 40 programs Installation wide. IMCOM 2009 Guidance gives PAIO the authority to be the Installation's Operation Arm of the Garrison Commander.

In Understanding the "Voice of the Customer", Fort Meade has established different methods: Interactive Customer Evaluation (ICE), Commander's Partner Luncheon, SoundOff, Lean Six Sigma and others which capture feedback from our customers (internal or external) in order to provide "Excellence in Installation Support" service/product quality. Fort Meade business processes are about being proactive and constantly innovative in capturing the changing requirements of our customers' needs. By using methods of qualitative and quantitative measures, Fort Meade will be able to identify the customer needs that are not being met. The results will allow Fort Meade to identify and improve its business processes to better serve the customer and enhance our Strategic Planning Process to better support our Mission, Vision and Strategic Goals. The Installation Commander's command philosophy has Customer Service as his number one priority, it is the reason we (Service Support Providers) are here. In closing, this newsletter presents methods for collecting the voice of the customer and relays its importance to all Garrison personnel and partners.

"Customers First, Excellence in Installation Support Always"

Bernadette Baldeo, Director

Plans, Analysis & Integration Office (PAIO)

Lean Six Sigma (LSS)

Continuing Process Improvement (CPI) has always been a way of life at Fort Meade. In the summer of 2006 Lean Six Sigma (LSS) was introduced by the Army as the process improvement methodology to advance CPI. Fort Meade has, since that time, completed five LSS Green Belt projects, and currently has 10 ongoing Green Belt projects. Recently, IMCOM sent a tasking to all Garrisons, requesting that we submit "Best in Class" completed projects for recognition by the Army, four projects were submitted. Though none of our projects were selected as finalists, we recognize that it took much effort, above and beyond their normal duties, from the Green Belts and their teams, to complete these projects. Directors are continuing to put forth new candidates to move Fort Meade into the future in the Continuous Process Improvement/Lean Six Sigma initiatives. Anyone interested in advancing these initiatives at Fort Meade should contact the LSS Program Manager/Deputy Deployment Director for Fort Meade, Dan Wilson at 7-1128 or dan.wilson@us.army.mil.

IMCOM Priorities

- Army Force Generation (ARFORGEN)
  - ⇒ Reset
  - ⇒ Train/Ready
  - ⇒ Available
  - ⇒ Deploy
- Army Four Imperatives
  - ⇒ Sustain
  - ⇒ Prepare
  - ⇒ Reset
  - ⇒ Transform
- Army Family Covenant
  - ⇒ Funding
  - ⇒ Health Care
  - ⇒ Housing
  - ⇒ Youth Services
  - ⇒ Education

Customer Management Services

The voice of the customer has been a prominent initiative implemented in various formats throughout the Installation. With the assistance of Customer Management Services (CMS), an IMCOM customer service mechanism, this process will add in promoting and developing customer service feedback initiatives in support of the Fort Meade Strategic Action Plan. Fort Meade's goal is to uphold and improve the quality of life, work life, and well being of our Soldiers, Families, and Army Civilians once CMS gets moving forward.

Customer feedback is a key element to our leaders, resulting in policy change and tangible end-products. Fort Meade has implemented a three-tiered systematic leadership tool, consisting of customer assessments (focus on mission commanders and constituents), community first (focus on constituents), and ICE (focus on individuals). This tool will assist in acquiring and advocating customer feedback to enhance the voice of the customer. Through multiple customer service mechanisms, Fort Meade is able to gain a 360-degree view of delivery and receipt of Installation programs and services.

As stated by Army Chief of Staff Gen. George W. Casey, "We recognize what it takes to be an Army Family, and that our Soldiers draw great strength from their Families. The welfare of Army Families is increasingly important to all of us. The Army is committed to building a partnership with Families." That partnership is embodied in the Army Family Covenant that Fort Meade and the service support providers uphold. We continue to develop customer service initiatives and encourage customer feedback. This process will provide essential information and support the voice of the customer.

Transportation Update

Fort Meade currently has a shuttle bus service for Fort Meade riders. The schedule can be found at http://www.ftmeade.army.mil/pages/shuttle/sched032009.pdf or www.mtamaryland.com/services/marc/. A reliable transportation solution is required to attract Fort Meade mass transit riders. Defining the needs of the choice rider and enabling key partners to empower the choice rider requires a Transportation Strategic Action Plan. The Installation Commander has provided guidance regarding development of a Transportation Strategic Action Plan; which is being developed with input from Fort Meade stakeholders.

The Transportation Strategic Action Plan will address many issues; two key requirements are: Providing a viable choice to arrive at Fort Meade safely and in a timely manner. Providing employees with an internal shuttle bus for travel in and around Fort Meade during the workday.

Defining the scope of the Fort Meade transportation requirement should center on the choice rider who will decide to take a car or some form of mass transit involving a van, bus and/or train.

Using incentives, reliable service, and regulations will enable a Transportation Strategic Action Plan to integrate key requirements into an attractive solution for the Fort Meade choice rider. Achieving this will result in improved on-post traffic, alleviate incoming congested roads, and reduce carbon emissions. Stay tuned for more to come.

Strategic Planning Process

Our Installation Commander, Col. Thomas, arrived at Fort Meade in the summer of 2008. He brought with him a new approach to our Strategic Planning Process which is nested within IMCOM's guidance. IMCOM Guidance FY09 states that "Garrison action plans must address tasks necessary to ensure services are delivered at prescribed [Common Levels of Support (CLS)] capability levels by FY10." In order to ensure a consistent level of service for all Soldiers and their Families, CLS was implemented Army wide. Within CLS lie the various Services that we provide; and each Service is made up of specific Service Support Programs (SSPs). The tasks required for the SSPs are being done day in and day out by the Fort Meade workforce; all of these tasks form the Strategic Action Plan. To better implement the plan, Col. Thomas has mandated the development of SSP Councils which provide the workforce ownership of the reporting that is done through CLS. He has also focused on the strategic view of the Installation by changing the reporting up to IMCOM with a Strategic Action Report (SAR) instead of a status report. SSP Councils should make it evident to all employees how their organization affects the sustainability of providing quality service to our customers and stakeholders. Through this process, Fort Meade is providing continuous installation improvements, which allows Fort Meade to be consistently recognized as one of the best in the Army during the Army Community of Excellence competition.

Army Communities of Excellence (ACOE)

Congratulations to all! We have done it again, Fort Meade placed 2nd in the ACOE competition. ACOE is an Army wide program which focuses on improvements in the environment, in services and facilities, improving working and living conditions, renewing pride and developing a sense of accomplishment in every member of the community. ACOE is designed to increase performance and productivity as the Army focuses its resources toward the common goal of readiness.

Winnings to date amount to $2,500,000.00! Hold your heads up high Fort Meade – award money has been and will continue to be used to improve our Installation. Previous winnings have contributed to the following projects:

- ⇒ Design / Contingencies
- ⇒ Installed new computers at library
- ⇒ Concession stand, comfort station and storage
- ⇒ 6 Soccer fields crown, sod bleacher pads
- ⇒ Reopened Rock Avenue Swimming Pool
- ⇒ Improved field watering capabilities

Fort Meade's excellence is reflective of each and every Garrison employee. ACOE highlights the fact that our Army Community is more than streets, utilities, buildings and grounds. We "are in the business of taking care of people". This program is about an attitude that we should continue to refine and improve through action. Our soldiers and their families deserve the best possible service from us; thank you for proving that Fort Meade is a community of excellence and will compete in this year's competition and our

FORT GEORGE G. MEADE'S STRATEGIC NEWSLETTER

Plans, Analysis, and Integration Office (PAIO)
8545 6th Armored Cavalry Road
Ft. Meade, MD 20755

Co-Editors: Raul Schuett & Corey Johnson
Contributors: Bernadette Baldeo, Bert Rice, Ted Hartman, Dan Wilson, Denise Giles, Annette Duberry, Mike Condon, Milton McLean, and Ruby McClarin.

Excellence in Installation Support

We're on the Web!
http://www.ftmeade.army.mil/pages/organizations/paio/paio.html

Where do **YOU** fit into the FGGM *Strategic Plan*?