



The 284TH Commander's Update

23 June 2004

Update #2

PAT-ON-THE-BACK RECIPIENTS

- Hector Cruz
- Marsha Williams
- Stefan Borgner
- Tina Sandell
- SPC Rodriguez
- John Miller
- SPC Brett Paasch
- Konstantin Gross

BSB VISION

The 284th BSB –
Excellence In
Action
Caring, Serving,
Supporting the
Army's Mission.

BSB MISSION

- Sustain Equitable, effective and efficient management of the 284th BSB while leading the transformation to closure.
- Support mission readiness and execution.
 - Enable the well-being of soldiers, and family members.
 - Improve and/or sustain infrastructure.
 - Preserve the environment.

Commander's/CSM View

The CSM and I want to thank everyone for his or her hard work and diligent efforts this past year. We also want to say how extremely proud we are of the work the BSB has done in preparation for the return of the Soldiers from Iraq. The next few weeks will prove to be very busy so we ask everyone to remain focused and flexible. We want to do our best to make the redeployment and reintegration process as smooth as possible for the Soldiers and their families. Remember many of the family members are also members of our very own BSB family.

As always we want to express our thanks for everything you do.

LTC Shreve and CSM Francis



Our STAR employee for this update is *Kermit Shield* from the Directorate of Logistics, Transportation Division. Kermit has been with us for over two years. He is responsible for the safe delivery of Soldiers and their families to various locations within the BSB via the shuttle-bus. Kermit has volunteered his own time to support such activities as the Boy Scouts and Youth Groups. Kermit Thanks for everything you do.

NEW IN THE 284th

On Giessen Depot, Chicken George has opened his "doors" and serves a variety of local specialties. His establishment is parked in the parking lot just past the Thrift Shop on the main street into the Depot. Try him out for lunch or an early dinner!

The DPW Cantina will reopen in August (exact date TBD) on the second floor in Bldg 238. Menu will be published as soon as received.

• **Just A Thought:**

"Most agree that to win the global war on terror our armed forces need to be flexible, light and agile – so they can respond quickly to sudden changes. Well, the same is true of the men and women who support them in the Department of Defense."

Secretary of Defense

Donald Rumsfeld

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<https://www.us.army.mil>

284th BSB
Unit 11290
APO AE 09169

From DA/IMA/IMA-E

A program that began in 1994 has saved the government \$20 million in travel costs.

The Commercial Lodging Management/Lodging Success Program saved the Army about \$4.1 million in fiscal year 2003. Also known as LSP, the program contracts with hotels that provide services to government employees at a reduced cost. The hotels not only provide a lower cost but a high standard of quality.

"In a time of diminishing government resources, LSP is a program aimed at securing quality, affordable lodging affectively reducing travel-lodging expenses," said Jan Morgan, chief of central contracts. "LSP reduces the government's travel costs, particularly in high-cost metropolitan areas by negotiating rates averaging 20 percent below the lodging portion of per diem."

The program is a win-win situation for both the hotels who participate and the government, Morgan said. Hotels win with increased business from government travelers, while the government wins with decreased travel costs.

"Much of the savings has a direct, positive benefit to Army Soldiers allowing for the reprogramming of funds to other mission requirements," said Morgan. "LSP is committed to saving both the travelers' and taxpayers' dollars by reducing travel expenses."

To see a listing of LSP hotels go to www.lodgingsuccess.com

Army News Service, June 7, 2004

Meetings with the Commander:

Employee Breakfasts with the Commander are held every six weeks. Issues discussed are added to our Employee Issues Data Base for consideration and resolution. Participants are identified by your supervisor or manager. The next breakfast will be held on **3 August**.

New Employee Orientation is a meeting and discussion held monthly involving the Commander and new workforce members. Held every second Tuesday from 0800 – 1200, this forum includes the Customer Service Challenge Workshop for new employees. First orientation will be on **13 July**.

Commander's Open Door is available to our customers and workforce members. Want to talk with the Commander or Command Sergeant Major in private? Simply call Ms. Moore at 343-1500 to set an appointment.

The **BSB Employee Town Hall** is held bi-annually. This is the time for the Commander to talk with and hear from all of you about his/your concerns.

Would you like to see something else in this Newsletter?? If you have ideas and/or input, please email your ideas

to jane.wingate@104asg.army.mil
or charles.butler@104asg.army.mil

ARMY PERFORMANCE IMPROVEMENT CRITERIA and The ARMY COMMUNITIES OF EXCELLENCE Program (APIC and ACOE)

On 22 – 24 June the BSB underwent a Facilitated Self Assessment by a professional business consultant sponsored by IMA-E. The “A” Team assessed the BSB, using the APIC criteria and provided written feedback to the consultant. The “A” Team then identified the “Vital Few” areas for improvement and presented the results to our Senior Leaders. The leadership team agreed on three improvement focus areas:

Information Management and Skill Sharing
Planning and Measurement
Customer Satisfaction

Over all the ACOE score for the BSB improved!!! Thanks again for the GREAT work you do!!

Innovations:

DID YOU KNOW???:

Once weekly, for the past 64 weeks, the Friedberg CMR has coordinated and delivered mail to spouses in the Butzbach Housing area. Customers call into the CMR and request their mail be delivered or they can sign in at the Butzbach ACS Outreach center where a list is compiled and faxed to the CMR. The mail is gathered and transported to the Butzbach ACS Outreach center, where the customers meet the mail clerk at the van or in the ACS Outreach center. The average number of Butzbach Mail Call customers is 22 per week, but the total is well over 2100 satisfied customers.

Mail volume (in pounds) moved in and out of the Giessen and Friedberg CMRs is averaging over **100 tons** per month.

Submitted by: John Miller
BSB S1

There is No Change on Closure to date.

