



The 284TH Commander's Update

25 AUG 2004

Update #4

PAT-ON-THE-BACK RECIPIENTS

Bill Parent
Manuela Schmitt

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 are always amazed at the lengths that members of our BSB go to assist members of the community. We see our employees going well beyond the call of duty. Just recently we have seen an employee of DOL take a redeployed Soldier to the AAFES Car Care Center to get a new battery for his stored POV. He then helped him install it. Actions of an MWR employee are indicative of how much some employees care for the Soldiers and their families. When a Soldier and his family needed a ride to the airport to catch a flight they appealed to the Auto Skills Shop. The shuttle was not available so the employee loaded the Soldier and his family into his own vehicle and transported them to the Frankfurt Airport, refusing any type of reimbursement. Thanks to each and every one of you that do so much for this community.

LTC Shreve and CSM Francis



STAR EMPLOYEE

Our STAR employee for this update is Peter Riedl

who works for the Directorate of Public Works, for his performance on the following: 1.) modifying the DPW web site as easy to use, customer friendly, and organized for all our customers to acquire many information on issues critical to them. Expect further improvements along the lines of processes and information; and, 2.) For leading a team that has met 100% IMA-E CAC/PKI of DPW's US Civilian Employees long before IMA-E suspense date.

Thank you Herr Riedl for the great work you do for the BSB!

• **Just A Thought:**

"Leaders develop and bring out the best in people. This dramatically expands the performance capacity of an organization. With a strong leadership foundation, management systems and processes, as well as technology and technical expertise, expand to their full potential."

Jim Clemmer

Visit your Army Knowledge On-Line (AKO) website regularly for the latest Department of Army and Department of Defense news and updates.

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

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Unit 20911
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From DA/IMA/IMA-E

The Installation Management Agency (IMA) recently underwent a change of Command. MG Aadland has lead the IMA for the first two years of it's existence. He is being replaced by MG Ronald L. Johnson. Following are excerpts from MG Aadland's farewell and MG Johnson's welcome messages. We are all a vital part of the IMA organization and our success here in the 284th is IMA's success.

Anders B. Aadland
MG, USA

Departing Director, Installation Management Agency

"My heartfelt thanks go out to all of you for your selfless dedication and tenacious insistence that we must succeed against all odds – and your winning ways are making the difference. You are a great team of Soldiers, civilians and contractors, and you make it happen."

Ronald L. Johnson
MG, USA

Incoming Director, Installation Management Agency

"The first two years of the IMA has been an incredible success. I salute my friend, MG Andy Aadland for his superb leadership in standing up the IMA. The great Soldiers, civilians and contractors who make up the IMA family have executed all the normal tasks associated with growing a new organization while also supporting Operation Iraqi Freedom and the Global War on Terror. This is possible because of our dedicated workforce that is the true embodiment of the seven Army Values: loyalty, duty, respect, selfless service, honor, integrity and personal courage. When extraordinary people come together with a shared vision of excellence, extraordinary things happen."

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 in October.

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. Our next orientation will be on **14 September**.

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, next one in Sept. This is the time for the Commander to talk with and hear from all of you about his/your concerns. Upcoming Employee Town Halls are scheduled for 7 Sep in Giessen and 9 Sep in Friedberg.

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

The Army Performance Improvement Criteria (APIC) are made up of seven categories. These seven categories are:

1. LEADERSHIP
2. STRATEGIC PLANNING
3. CUSTOMER FOCUS
4. INFORMATION AND KNOWLEDGE MANAGEMENT
5. HUMAN RESOUC E FOCUS
6. PROCESS MANAGEMENT
7. BUSINESS RESULTS

The Army uses these criteria to assess the success of each installation/garrison operation. Annually each Garrison or BSB produces a document defining how each of these 7 Categories is represented locally. The 284th has increased our total score every year.

If you're interested in being involved in identifying improvements in the BSB and documenting those improvements, please call Jane (343-7568) or Charles (343-6010) for more information. In addition, Visit the DA Leading Change web site at: <http://www.hgda.army.mil/leadingchange/> to learn more

Innovations:

DID YOU KNOW???:

Our 284th BSB Commander has set up a new mechanism for his customers and/or workforce members to let him know what, when, where and how the BSB can improve!!

The Commander and Command Group will now receive email – anonymously I you'd like – at the following address:

CDR284THBSB@104asg.army.mil

LTC Shreve is interested in what you and your customers have to say -

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