



# The 284<sup>TH</sup> Commander's Update

29 July 2004

Update #3

## PAT-ON-THE-BACK RECIPIENTS

- *Kat Prosser*

### BSB VISION

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

### BSB MISSION

- Sustain Equitable, effective and efficient management of the 284<sup>th</sup> 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

CSM Francis and I want to take this opportunity to thank each and every one of you for the hard work in preparing for and executing the reintegration of our community Heroes. Your efforts are not overlooked. We know that many of you put in extra time at night and on the weekends to make this transition for the Soldiers and their families as easy as possible. We are proud each one of you is part of the 284<sup>th</sup> Base Support Battalion. Thanks for all you do.

LTC Shreve and CSM Francis

## From the Desk of The Deputy Garrison Commander

My expectations are simple. They are:

- A days pay for a days work.
- Good work by employees is not kept a secret by the supervisor.
- Remember why you were hired to do the job.
- Outstanding customer service is the keystone to Base Support Operations.



**Our STAR employee for this update is Harold Alvarez who works for the Directorate of Community Activities, NAF Transportation & Property Book Chief.** Mr. Alvarez is an important part of the DCA, ensuring that our NAF Fleet, to include Rental Cars, is in top notch condition. In addition, he expertly manages the Auto Skills Centers and MWR car washes in Giessen or Friedberg. Mr. Alvarez also coordinates the logistics for our special events (like the 4th of July Celebration) to guarantee success.

Mr. Harold Alvarez is definitely a Big Star in the DCA and the 284<sup>th</sup> BSB!!

## From DA/IMA/IMA-E

- **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

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>

284<sup>th</sup> BSB  
Unit 20911  
APO AE 09169

- [Visit the New My Family Page!](#)  
The new My Family portal page is a central place for Army families to find general information, answers to Frequently Asked Questions (FAQs), and key points of contact. AKO offers quick access to the My Family page under the Self-Service section on the left navigation menu.
- [Antivirus Services](#)  
Computer viruses are appearing at an alarming rate. Users may now download the latest free antivirus and firewall software to protect their network assets and home computers from AKO. AKO now offers quick access to the Antivirus Services under Self-Service on the left navigation menu.

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## 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 **10 August**.

**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.

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

In 1993 the Army, following the Air Force lead, began using the "Baldrige Criteria for Business Excellence" as the criteria to measure the Army Communities of Excellence (ACOE) program. The Army Performance Improvement Criteria (APIC) were derived from the Baldrige and are now applied against every Army Installation during an annual assessment to "measure" progress in business operation, customer satisfaction, work force satisfaction and improvement. This self-assessment process provides regular input to Commanders and community leaders to assist in identifying priorities for improvement, focus and funding. Visit the DA Leading Change web site at: <http://www.hqda.army.mil/leadingchange/> to learn more!! Contact Jane or Charles if you have questions.

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](mailto:jane.wingate@104asg.army.mil)  
or [charles.butler@104asg.army.mil](mailto:charles.butler@104asg.army.mil)

## Innovations:

### **DID YOU KNOW???:**

We have a family fitness room in GSN which has machines and a kids area in direct site so parents/guardians can come work out and have a place for their kids. In FB we have a kids areas directly next to a room with machines so they parents/guardians can work out and know that their kids are in a safe place with stuff to do. We also have 2 satellite fitness centers, 1 in Bad Nauheim and 1 in Butzbach. They both have machine weights and cardiovascular equipment. They will also be getting the kids areas in them once we get key issues with the AST in FB straightened out. Butzbach is open from 8-5 and Bad Nauheim 8-4 which will be getting extended to 8-5 once we get the keys.

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### **CONGRATULATIONS TO A** **PROFESSIONAL MEMBER OF THE BSB WORKFORCE**

The Commanding General, US Army, Europe, and 7<sup>th</sup> Army's presented **Mr. Peter Bosmajian**, O & M Chief at the 284<sup>th</sup> BSB Directorate of Public Works, the Incentive Award for Civilian Professional and Leader Development.

#### The citation reads:

Throughout his professional career, Mr. Bosmajian has demonstrated his commitment and support to lifelong learning. After gaining required engineering experience, he passed the examination for professional engineering in the State of Washington. As a Supervisory General Engineer, Mr. Bosmajian continuously coached and mentored his employees to develop their professional and leadership skills. Through his guidance and encouragement, his employees have enthusiastically embraced a clear career focus and direction in their professional career fields.