MG Robert M. Joyce Installation Management Academy, School for Family and MWR

Guidance #1 – FY 14 Family and MWR Customer Service Program

Garrison Directors of Family and MWR (DFMWRs) should fully implement the Family and MWR Customer Service Program in order to provide the highest quality of services to our Soldiers and Families and to ensure our employees are given the tools, training and support they need for success. This program supports a Ready and Resilient Army, IMCOM Top–10 Priorities #6—*Develop the IMCOM Workforce* and #10—*Demonstrate Inspired Leadership and World-Class Customer Service,* and the Installation Management Campaign Plan - Line of Effort (LOE) #*1 Soldier, Civilian and Family Readiness—Leader and Workforce Development.*

The program provides 26 centrally-funded Customer Service Program Coordinators (CSPCs) that are strategically placed across garrisons to support all of Family and MWR. CSPCs assist DFMWRs in implementing, monitoring and sustaining the enterprise program. CSPCs are responsible for training all Family and MWR employees in the *Operation Excellence* customer service training program, as well as in assisting in other components critical to creating a customer service culture. These components are outlined in the *Family and MWR Employee and Customer Covenant.*

Responsibilities will be carried out as outlined in Memorandum, Family and Morale, Welfare and Recreation Customer Service Program, 8 March 2010, IMCOM Operations Order 11-114, and IMCOM Regulation 350-1 Training and Leader Development. The following courses are part of the Family and MWR Customer Service Program:

<u>Family and MWR Team Member Orientation:</u> This program integrates new employees into the Family and MWR Culture at their local garrison. Army policy is that all Family and MWR staff should complete this course within the first 30-90 days on the job. This course is delivered onsite at garrisons.

<u>Operation Excellence (OPEX) Customer Service Training:</u> Operation Excellence is Family and MWR's standardized customer service training program. Army policy is that all Family and MWR staff will complete annual OPEX training. There are four versions of the training program:

1. <u>Online OPEX:</u> This four-hour introductory OPEX course is available immediately to the workforce through www.imcomacademy.com. This is a recommended component of onboarding to be completed within the first 30 days on the job.

2. <u>Classroom OPEX:</u> This four-hour introductory classroom course is taught onsite at garrisons and satisfies the year-one training requirement. **<u>Either the classroom or online OPEX course should be completed within a new employee's first 30-90 days of employment.</u>**

3. <u>Sustaining the Employee Covenant for Managers Workshops:</u> This four-hour course is taught onsite at garrisons and is designed specifically for Family and MWR supervisors and managers.

4. <u>OPEX Annual Frontline Refresher:</u> This three-hour course is taught onsite at garrisons and provides annual refresher training for team-members in Operation Excellence.

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