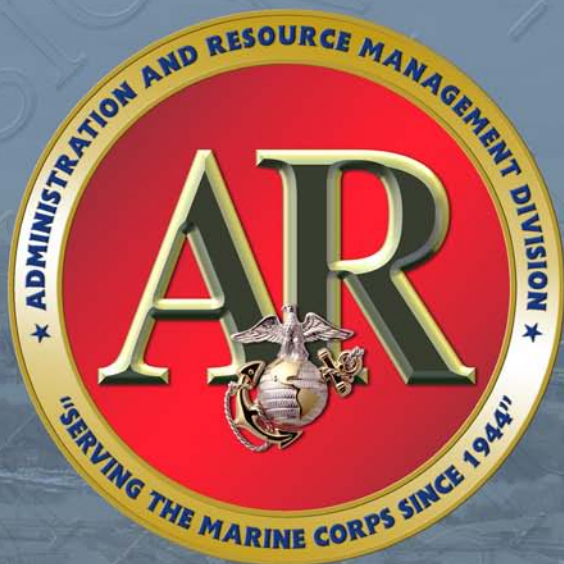

AR Division Strategic Plan



2011 - 2015

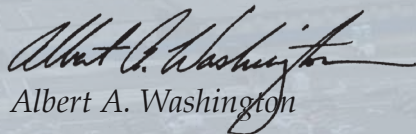
Headquarters
U.S. Marine Corps



Since early 2002, AR Division has endured a “Decade of Continuous Change” with the advent and eventual demise of the Marine Corps National Capital Region, the long trek to return to our rightful place in Headquarters Marine Corps, the cutover to the Navy-Marine Corps Intranet (NMCI) and cutover back to NGEN, the introduction and demise of the National Security Personnel System (NSPS), the continued presence of a terrorist threat and ongoing war, the retirement/departure of several key AR Division employees, and finally, the relocation of office spaces to the Pentagon and the Arlington Service Facility. Despite the turmoil accompanying many of these events, one constant factor remains true: the Marine Corps and all of Headquarters continue to heavily depend on the efforts of the Marines and Civilians in AR Division to successfully accomplish multiple missions each day.

Several AR Division Marines and Civilians recently met to develop a new Strategic Plan for 2011-2015. The plan (enclosed in this booklet) focuses on improving our customer support and services to our Marine Corps-wide/Headquarters clients and developing our people through career-oriented training/development.

The main purpose for AR Division’s existence has always been to administratively support the Commandant of the Marine Corps, the Headquarters and the Marine warfighters in the field. We need to continue to keep our focus on providing outstanding support and innovative solutions to our customers and warfighters around the world. I welcome your comments and feedback at any time as we move ahead with this plan and renew our commitment to those that we serve.


Albert A. Washington

Mission...

Administration and Resource Management Division supports the Commandant of the Marine Corps, Marine Corps activities within the National Capital Region, Marine Corps commands worldwide, and other Department of Defense organizations as required by providing the following to help our customers better support the warfighter:

- Responsive support services
- Sound policies & timely guidance
- Expert program management

Vision...

Through focused professionalism, we will proactively seek the innovative solutions that will enable us to shape the future of customer service and support.

Guiding Principles...

We embrace the Marine Corps Values of Honor, Courage, & Commitment as our Guiding Principles.

- We foster an environment that promotes integrity, commitment, teamwork, and mission accomplishment.
- We promote a strong work ethic and empower our staff to make the right decisions.
- We encourage mutual respect, open and honest communication, and continuous quality improvement.
- We seek innovative solutions to achieve superior customer service.



Strategic Goals...

- Foster and support an environment that values a proficient and professional workforce.
- Develop a comprehensive culture of communication and division interaction in order to provide superior customer satisfaction.
- Equip the workforce with technology and capabilities that will enhance, encourage, and support innovative and quality solutions for our customers.



Strategic Goal 1:

Foster and support an environment that values a proficient and professional workforce.

- Develop a transparent process for determining development needs of AR Division personnel, providing adequate resources for essential training and education requirements, and giving them opportunities to become more valued members of the team while improving personal capabilities.
- Through education and oversight, ensure that supervisors utilize policies, procedures, and existing programs to allow them—to the maximum extent possible—to recognize and reward high performance as well as identify and correct sub-standard performance.
- Market and utilize Work/Life programs to recruit competitively and retain our high performing workforce.
- Ensure that all personnel have a complete understanding of their roles, their job objectives, and how these relate to the overall success of the AR Division.



Strategic Goal 2:

Develop a comprehensive culture of communication and division interaction in order to provide superior customer satisfaction.

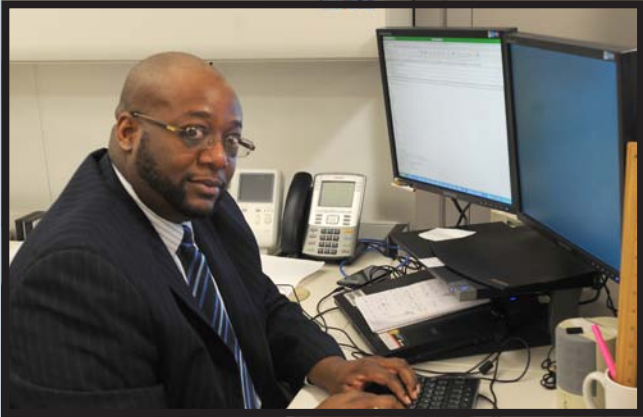
- Establish a standardized customer service and support process, which includes communicating current and future capabilities, processing customer requests, managing customer expectations, and establishing task priorities.
- Considering the effectiveness of current division-wide communication efforts, develop a system that enables continual information sharing among branches regarding all AR functions, activities, and services.
- Develop a standardized method for collecting and analyzing customer feedback.
- Establish an AR Division customer advocacy board.



Strategic Goal 3:

Equip the workforce with technology and capabilities that will enhance, encourage, and support innovative and quality solutions for our customers.

- Regularly assess division policies, programs, and processes to determine if alternative technologies would better meet evolving customer requirements and formulate action plans to adapt as required.
- Develop and implement plans, policies, programs, and procedures to provide the workforce with the technological skills, knowledge, and confidence to professionally accomplish their various mission and work assignments.
- Promote an environment that celebrates and rewards initiative and encourages employees to bring innovative methods into our services.



2011-2015 AR Division Strategic Plan



