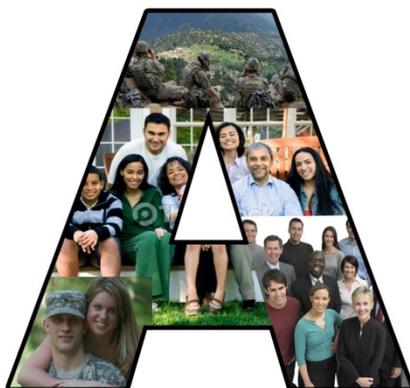
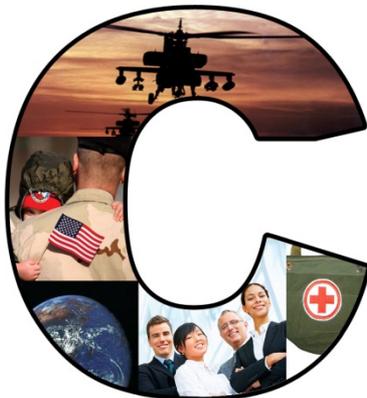




# ***Customer Excellence begins with me because...***



***Civilian Soldiers Supporting America's Soldiers***



# ***ICARE Strategic Objective***



To create a ***Culture of Excellence*** where managers, supervisors, and employees “seek-out” our HR services and CHRA SCR employees fully invest themselves in their work.





# ICARE Purpose

Hardwire  
Customer  
Excellence  
throughout  
CHRA SCR.





# ***ICARE Execution***

- The Fort Benning CPAC is participating in the Civilian Human Resource Agency (CHRA) South Central Region (SCR) “ICARE” Campaign throughout 2012.
- The Five Components of ICARE are:  
(1) Integrity (2) Compassion (3) Advocacy (4) Resourcefulness & (5) Excellence = “ICARE!”
- Each month will focus on one supporting behavior.
- Look for evidence of each theme when visiting your CPAC.



# ICARE Components

Five Standards of Excellence	12 Supporting Behaviors	Execution Month
1. <b>I</b> ntegrity	<ul style="list-style-type: none"><li>• Attitude</li><li>• Professionalism</li><li>• Commitment</li></ul>	<ul style="list-style-type: none"><li>• January</li><li>• February</li><li>• March</li></ul>
2. <b>C</b> ompassion	<ul style="list-style-type: none"><li>• Courtesy</li><li>• Respect</li><li>• Communication</li></ul>	<ul style="list-style-type: none"><li>• April</li><li>• May</li><li>• June</li></ul>
3. <b>A</b> dvocacy	<ul style="list-style-type: none"><li>• Safety</li><li>• Privacy</li></ul>	<ul style="list-style-type: none"><li>• July</li><li>• August</li></ul>
4. <b>R</b> esourcefulness	<ul style="list-style-type: none"><li>• Stewardship</li><li>• Creativity</li></ul>	<ul style="list-style-type: none"><li>• September</li><li>• October</li></ul>
5. <b>E</b> xcellence	<ul style="list-style-type: none"><li>• Quality</li><li>• Ownership</li></ul>	<ul style="list-style-type: none"><li>• November</li><li>• December</li></ul>



# ***Way Ahead***

- Our CPAC will communicate, demonstrate and celebrate each monthly theme using a marketing campaign
- Of 5 “ICARE” Components throughout 2012
- Using 12 month theme approach
- Emphasizing the Importance of Each Individual that we serve.
- Our customers are our reason for working!
- They are not dependent on us ~ We are dependent on them!



# ***Expand the Effort***

- CPAC says ~ Excellence in Customer Service begins with ME Because “I Care!”
- Fort Benning Work Family ~ Get on Board!
- Let’s ALL serve the Soldier & their families
- And our Internal & External Customers
- With Excellent Research, Coordination, Quality Work, Education & Follow-Up!
- 2012 ~ the Year to Raise the Standard!