

2008 Best Practice

Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Camp Red Cloud

Describe the BOSS innovation, efficiency, improved processes: (before and after)
We formed a relationship with the only Commanding General's Mess (CG's Mess) in the Army. After this we realized that this Mess Hall was made up of primarily officers and only few enlisted soldiers utilized this facility. So we decided to put on an Enlisted Night to integrate the soldiers not only with the officers but with the only existing Commanding General's Mess in the Army. We had karaoke competitions, dance competitions, and live music. We attempt to hold this event on a monthly basis.

What were the benefits from the innovation, efficiency, improved process? (Savings, increased exposure, credibility, etc):

We made enlisted soldiers realize that it is possible to have a relationship with officers as well as helped them to appreciate some of the Army's historic landmarks such as the CG's Mess.

Target market/audience: Enlisted Soldiers

Steps taken to plan and execute innovation, efficiency, improved processes:

Meetings with CG's Mess personnel in order to accommodate food, and the bar. Also we had to reserve the facility. We had to organize the competitions and all the prizes needed to put this event together.

Problems or concerns encountered (lessons learned):

This event was one event with only a few little problems. It was organized very well and implemented well also. One of the problems is that we should have blocked off all entrances with the exception of one to prevent from people breaking rules.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Soldiers knew of this through section, company, and battalion formations. Also they knew of this through radio, and written advertisement. Word-of-mouth was also a great method of informing soldiers of what was upcoming.

Describe assistance and partnerships from agencies/businesses:

First of all, we had tremendous command support which is always necessary in throwing a BOSS event. We also were working thoroughly with the CG's Mess Staff to organize all accommodations for this event. We had assistance also from Mitchell's Club in running the bar that is located inside CG's.

Other comments:

This event really inspired a relationship amongst fellow enlisted in one of the Army's famous landmarks, the Commanding Generals' Mess. What better way to incorporate soldiers into their much respected, Army history.

For more information, contact: Name: PFC Sears

Phone: 732-7519 Fax: 732-9231

Email address: nicholas.sears@korea.army.mil

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Installation name: Camp Stanley

Describe the BOSS innovation, efficiency, improved processes: (before and after)

We had many well being issues to take care of. One of the biggest ones was the air conditioning being shut off prematurely. Sometimes the air conditioning gets shut off early. We brought this up in the well being issues portion of the meeting and began to resolve this problem

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc):

We got with the Area 1 Military Advisor as well as the CRC BOSS President and told them our situation. The Garrison Command Sergeant Major for Area 1 (CSM Lavender) works on CRC so the President and Military Advisor brought this to CSM Lavenders' attention.

Target market/audience: All people utilizing on post air conditioning

Steps taken to plan and execute innovation, efficiency, improved processes:

Cooperation with the Area 1 BOSS personnel so the issue can be taken care of.

Problems or concerns encountered (lessons learned):

None. The Area 1 Military Advisor along with the CRC BOSS President were real quick in helping us with this issue. Also CSM Lavender was very quick in resolving this issue.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Soldiers knew of this through section, company, and battalion formations. Word-of-mouth was also a great method of informing soldiers of what was upcoming.

Describe assistance and partnerships from agencies/businesses:

We had assistance from the agency that is in charge of air conditioning.

Other comments:

Soldiers feeling comfortable is vital. One extreme method of securing soldiers comfort is to ensure that they are provided with proper air conditioning in the hot months. They were very happy to know that they had air conditioning.

For more information, contact: Name: PFC Fortune

Phone: 732-5366

Fax: 732-5119

Email address: desire.fortune@korea.army.mil

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Installation name: Fort Huachuca, Arizona

Describe the BOSS innovation, efficiency, improved processes: (before and after) BOSS conducts food drives as a community service event on a quarterly basis. Prior to BOSS conducting these events the Installation food locker was poorly stocked and nearly always out of items. _____

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): The Chapel was able to offer significant support which was vastly superior to the support offered prior to the BOSS Program taking up this project. The installation depends on the hugely successful food drives to keep the food locker full.

Target market/audience: BOSS Soldiers and the Soldiers and Families of the Installation.

Steps taken to plan and execute innovation, efficiency, improved processes: Coordination with the Private Organization coordinator at MWR, to ensure that the SJA and other organizations (in this case DeCA) have no other events planned that impede.

Problems or concerns encountered (lessons learned): Weather is always an issue, either bright sunshine, wind, rain, and cold cause exposure problems. Putting up a Canopy to keep the sun and rain off also provides a place where the BOSS Banner can be displayed.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

The primary means of communicating the food drives was by BOSS Meeting Minutes, and telephone calls. Flyers and news releases to the Post Newspaper and to the local media resulted in the event getting great publicity and a ground swell of support from the local community. _____

Describe assistance and partnerships from agencies/businesses: The Post Chaplain loaned a vehicle (15-pax van) to transport the groceries from the commissary to the food locker and gave access to the freezers for the perishable foods. Individuals donated coolers and bags of ice to keep collected perishables fresh until they could be put in refrigerated storage.

Other comments:

For more information, contact: Name: CSM Douglas D. Sandstrom

Phone (520) 459-2293 Fax (520) 538-1689

Email address: douglas.d.sandstrom@conus.army.mil

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Example of Best Practice - efficiency: Poor communication is identified with BOSS unit reps due to infrequency of council meetings (monthly meeting); BOSS President decides to have three BOSS council meetings a month to improve communication and coordination.

Installation name: Fort Leavenworth, KS

Describe the BOSS innovation, efficiency, improved processes: (before and after) Fort Leavenworth BOSS initiated an awareness campaign after attending the BOSS Forum. This campaign was initiated to bring more public awareness of the success of our program and to recognize the Soldiers for their accomplishments. The BOSS display board was scheduled to be placed at prominent locations, a reception and awards presentation was scheduled and several news releases and news letters were distributed to announce Fort Leavenworth won the Best Extra Small Installation award.

What were the benefits from the innovation, efficiency, improved process? (savings, increased exposure, credibility, etc): Fort Leavenworth BOSS received great exposure at the reception. The installation CSM awarded coins to all the reps and was there to see several members receive MOVSM's. The cost of the reception was minimal as some of the food was sponsored.

Target market/audience: All Family and MWR division chiefs, DFMWR, Installation CSM, Garrison Commander, Garrison CSM, Reps and their respective 1SG and commanders, Marketing department, and Sponsorship.

Steps taken to plan and execute innovation, efficiency, improved processes: Prominent locations were identified and BOSS acquired approval to exhibit the BOSS display board. A banner announcing the accomplishment of winning the Best Extra Small Installation was made and displayed at various locations.

Problems or concerns encountered (lessons learned): Our reps leadership information had to be updated before invitations could be sent out for the reception.

How was information on the innovation, efficiency, improved processes communicated to Soldiers?

Marketing prepared a written invitation which was distributed via email.

Describe assistance and partnerships from agencies/businesses: The Club system prepared the food, Marketing prepared the invitations, Sponsorship assisted with funds, and the CSM encouraged leadership to attend.

Other comments: Competition at the BOSS Forum allowed Fort Leavenworth an opportunity to compete in an Army wide contest. The recognition received as a result of winning the event afforded the local installation an opportunity to gain publicity, recognition, and awareness. This awareness program should be done annually, even if the installation doesn't win an overall award.

For more information, contact: Name: Tammy Polczynski
Phone 913-684-3833 Fax 913-684-3832
Email address: tammy.polczynski@us.army.mil