

# Welcome

Welcome to the United States Army Garrison (USAG) Grafenwoehr.

The Garrison comprises the Grafenwoehr Main Post and Rose Barracks Vilseck and commands, controls and operates these installations.

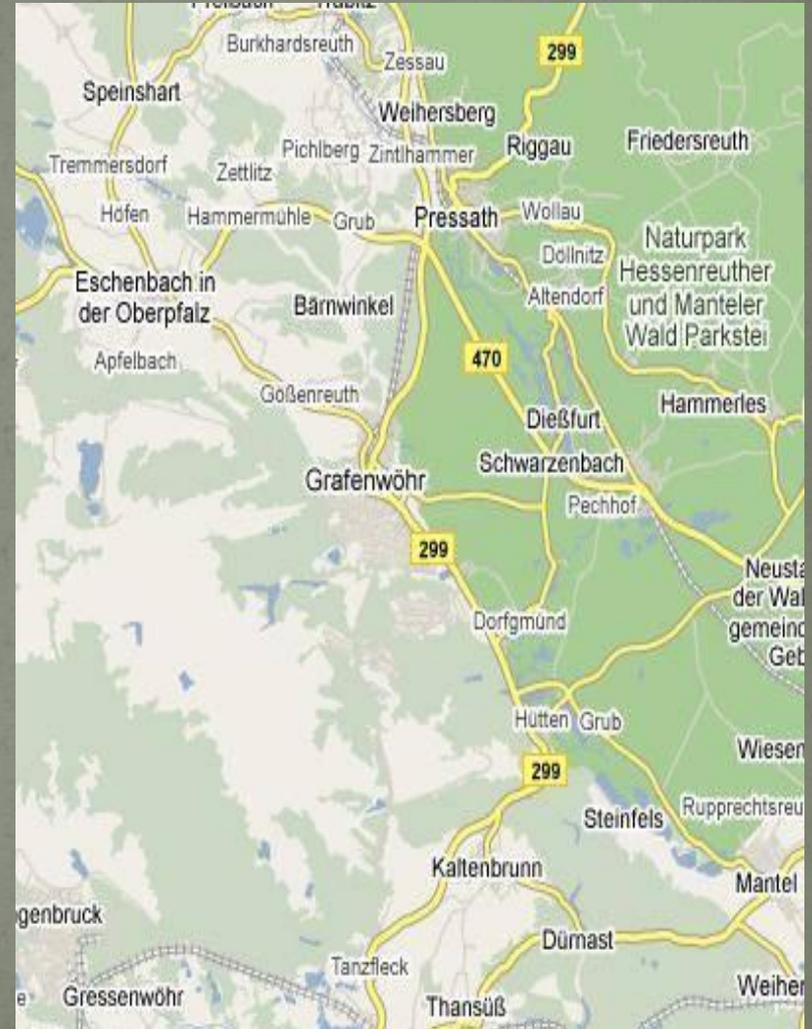


# Location

The USAG Grafenwoehr is located in a scenic area of Germany approximately 60 miles north-east of Nuremberg and 50 miles west of the Czech border.

The city of Grafenwoehr lies right outside the gates of the garrison. Due to a lack of industry in this rural area, the community owes much of its prosperity to the Army's presence. Approximately 2,358 local nationals are employed at USAG Grafenwoehr.

The garrison population includes 9162 military personnel; 5,098 training troops – U.S., and NATO members (daily average); 1,009 Department of the Army civilian employees; 953 contractors; and 12,603 family members.



# Mission Statement

USAG Grafenwoehr proactively provides installation capabilities and services, and supports expeditionary operations for JMTC, V Corps, and transient training units to ensure a Strong Army for the Nation and a quality of life for our Soldiers, Families and DOD Civilians commensurate with their service. Serves as the direct reporting garrison with functional support for USAGs Hohenfels and Garmisch.



# Standard Garrison Organization (SGO)

The Standard Garrison Organization is a template for every installation to ensure all installations world wide are managed the same way.

- It is aligned with the common functions to be performed at each garrison
- It is captured in the listing of installation support services – the Common Levels of Support (CLS)
- The standard set of base support services fall into 12 Major Service Areas:

Human Resources	Family, Morale, Welfare and Recreation
Information Management	Plans, Training, Mobilization and Security
Logistics	Public Works
Emergency Services	Religious Services
Garrison Management	Installation Support
Training and Mobilization	Health Services

# Standard Garrison Organization

- It provides consistent naming convention for the benefit of the customers
- The SGO defines the levels of management and supervision of the work that deliver these services
- Grade structures are based on garrison size designations:
  - MOSR/LMOSR – Most (or Limited) Optimized Strategically Responsive (MOSR) Installation: Support services to more than 25,000
  - Large: Supports greater than 4,000
  - Medium: Supports 3,000-4,000
  - Small: Supports less than 3,000

**Note: USAG Grafenwoehr is a LMOSR installation**

# Customer Service Philosophy

## Employee Commitment

Taking care of our customers begins with taking care of you, our employees.

We are committed to providing a strong, supportive environment where you can thrive.

To that end, we promise to position you for success with:

- A robust orientation to welcome you to the USAG Grafenwoehr team
- Formal and informal training to develop your skills
- Performance support tools to assist you on the job
- A holistic program of recognition and incentives to reward excellent service
- Career development opportunities to reach your full potential

# Customer Service Philosophy

## Customer Commitment

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, we promise our customers they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback

# IMCOM Campaign Plan

- **Purpose and Scope**

This document describes the vision of the Installation Management Community to bring effective and efficient services, programs and infrastructures to bear on the challenges faced by Commanders, Soldiers, Civilians and Families in a fluid operating environment, and the Commander's Campaign Plan for achieving that vision. It lays out the strategy, through Lines of Effort and Keys to Success, and metrics by which progress will be tracked.

# IMCOM Campaign Plan

- **Mission**

Our mission is to provide Soldiers, Civilians and their Families with a quality of life commensurate with the quality of their service.

- **Vision**

Army installations are the DoD standard for infrastructure quality and are the provider of consistent, quality services that are a force multiplier in supported organization's mission accomplishment, and materially enhance Soldier and Family well-being and readiness.