

S: 15 DECEMBER 1995

CEMP-EA (1110)

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: National Technical Champion Team for Installation Support

1. In support of the Chief's re-engineering initiatives to improve support to our installation customers, we need to utilize, but not be limited to, such initiatives as Job Order Contracts (JOC), Purchase Order Contracts (POC), Requirements Contracts for Repairs (RC), Service Order Contracts (SOC), other support contracts and efforts, with renewed strength, energy, commitment, and teamwork.

2. I suggest, to energize and re-energize our efforts, that we expand the use of installation support contracts to the maximum extent for repair, upgrade and service work. There are already many success stories associated with these support efforts. I know that some of the Corps districts have issued several support contracts within a very short time frame for our customers. I believe that if we pursue these support efforts with renewed enthusiasm, we will significantly improve, both our customers' and our own, project planning, formulation, design, procurement, and construction. To start the revitalization process, I suggest the following actions:

a. Establish a National Technical Champion Team for Installation Support (NTCT/IS). You should appoint a NTCT/IS member to represent each of your organizations, both at the Major Subordinate Command (MSC) and district levels, and provide the names to my NTCT/IS champion here in the Engineering Division by 15 December 1995.

b. Once you have appointed and furnished me your NTCT/IS champions, each member should coordinate, on a continuing basis, with their counterparts in the installation support channels of his or her MSC or districts and provide the input to my champion. This coordination and input by your NTCT/IS champions will provide us with continuing input in our renewed installation support process.

c. Once the NTCT/IS starts providing us with input, we intend to establish a network and begin sharing electronically the many innovations from our NTCT/IS "good news" and/or success stories in several creative and unique ways.

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3. I know there are many other initiatives concerning installation support matters that could be shared with our team members to improve our design work throughout the Corps. Please send us your good news stories, lessons learned, and suggestions, as well as your frustrations and challenges.

4. My NTCT/IS champion here in the Engineering Division is Mr. Stanley Swofford, R.A., CEMP-EA, telephone *DSN* 763-0441 or COM (202) 761-0441, facsimile *DSN* 763-8815 or COM (202) 761-8815, *Internet* stanley.swofford@inet.hq.usace.army.mil.

5. I truly believe in the greatness of our champions at all levels throughout the Corps who contribute to the Army and the Nation with their superb technical knowledge, teamwork and unwavering commitment to public service. We need your innovative ideas to share with others. Moreover, please let me know if I can be of any help to you so that you can serve your customers better, more cost effectively, and quicker.

KISUK CHEUNG, P.E.  
Chief, Engineering Division  
Directorate of Military Programs

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