

From the Commander



Providing the best service and analyzing feedback are keys to building future

I am passionate about delivering quality customer service. Meeting our customer's needs is so important to me that I met with my senior staff and project and program managers in April for a two-day Customer Care Workshop. Quality customer service is a key facet in our approach toward building our future, and I want to share my thoughts on this with you.

At the workshop, we gathered to discuss perceptions, communication, business cultures, processes – aspects that affect how we reach out and communicate to our customers. The synergy of our employees' talents, motivation, and dedication provided for an animated and effective workshop. This gathering was a positive step towards bringing out the best of this synergy. Now, we are making adjustments to our processes in order to provide the best service possible.

We must remember too that, from a customer's standpoint, perception can be everything. Peter Drucker, a university professor and management consultant, states an important perspective about service: "Quality in a service, or product, is not what you put into it; it is what the client or customer gets out of it." This is an important perspective because our customers define our successes; therefore, it is imperative that we continually strive to meet their needs.

Recently, our customers provided us with a wide range of comments, both positive and negative, in response to the Headquarters, USACE-sponsored customer survey. Our customers spoke candidly, and with great substance and specificity, about the quality of our service. I feel strongly that our district can make good use of this information in assessing our customer's needs. We will never sit back and say, "We're good enough." Customer feedback is of tremendous value as we assess our ability to perform our mission.

I certainly want to thank those customers and stakeholders that took their time to provide their valuable feedback. I am grateful to them for their continued commitment to us.

Self-assessment is also a key part in posturing us for success. Over the next couple of months, I will be conducting small group discussions within the Project Management Business Process to gain a sense of whether, from our customer's standpoint or from our own, changes we make will be designed to provide better product delivery to the customer.

I want to say that by taking the next right step, every time, we will continue to grow. Each and every one of you is important to the communication and positive experiences we deliver to our customers. I cannot thank you enough for your continued efforts in affecting positive change as we move ahead in service to our nation.


MARGARET W. BURCHAM
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Commanding

Engineering in Europe

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On the Cover

Dwight McKinney, an engineering technician with the Europe District's Construction Branch, carefully completes his checklist during a routine safety inspection April 25 at a newly renovated military family housing project in the Aukamm housing area in Wiesbaden. McKinney was joined by David Stanton, the District's Safety and Health Manager, during the inspection of the facility, which was renovated by contractor KLEBL GmbH.

Cover photo by Justin Ward