

# EIE EXPRESS

The Monthly eNewsletter for USACE Europe District's *Engineering in Europe Magazine*

Issue 26, January 2012

## AROUND EUROPE

Helping hands: USACE and others bring virtual health care to Albanian hospitals

TIRANA, Albania -- "One of the greatest diseases is to be nobody to anybody," said Mother Teresa, the Albanian Saint for whom the country's largest hospital is named.

By connecting even the most remote regions of Albania to the global medical community, telemedicine is attempting to cure this disease.

Designated areas at the "Mother Teresa" University Hospital Center and three other major regional hospitals throughout the country are being renovated to house new telemedicine and e-health centers.

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USACE helps build security and stability in Moldova

EDINET, Moldova -- The residents in the town of Edinet located in the northern part of the Republic of Moldova will soon have a newly renovated fire and rescue station with an emergency operations center.

Moldova is a developing country that declared its independence and established its boundaries in 1991, as part of the dissolution of the Soviet Union.

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USACE, DoDDS, SHAPE to deliver schools to international community

MONS, Belgium -- As middle school students sang "This Land is Your Land," U.S. and NATO officials turned the first of many shovels that will bring a new educational campus to the SHAPE community.

Representatives from SHAPE, the U.S. Army Corps of Engineers Europe District, Department of Defense Dependents Schools-Europe, Belgian Federal Government and City of Mons marked the beginning of the first phase of construction on new facilities that will replace the aging SHAPE American and International Schools with a groundbreaking ceremony Jan. 11 on the SHAPE International School grounds.

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Army, USACE open doors to new lodge

URLAS TRAINING AREA, Germany -- Ansbach is in the middle of a transformation.

The U.S. Army garrison opened the doors to new family housing and a community activity center this summer. Construction began on two child development centers and an auto skills center this fall as well as a new physical fitness center is in design.

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### Message from the Commander

Supporting our Partners: Think Win-Win

Last month, I shared with you what taking care of People means to me. This month, I would like to share the importance of supporting our Partners.

The U.S. Army Corps of Engineers exists for one purpose -- to support our partners which, in turn, support our Nation. My definition of partners includes customers, contractors, and stakeholders. Customers typically request and fund our projects and include installation Directors of Public Works, Base Civil Engineers, numerous agencies such as Medical Command, Department of Defense Dependent Schools, Missile Defense Agency, and Family Morale Welfare and Recreation. Contractors perform the majority of our engineering studies, designs and construction services, and include architect-engineering firms and private construction companies. Stakeholders have a vested interest in our projects and include community members, the Bauamt (German Building Authority) host nation, U.S. government officials, non-governmental organizations, and U.S. taxpayers. As you can see, our partners are vast and diverse.

My vision is that we become one of the best in USACE at project delivery, as measured by customer satisfaction. This is a tall challenge, as our partners can have various and at times conflicting objectives. We must balance customer requirements, budgets, laws, security, the environment, and local interests. However, through transparency and open communication we can find optimally beneficial and satisfying solutions. As Stephen Covey writes in his book "The Seven Habits of Highly Effective People", we must "think win-win". This is done by cooperating and constantly seeking mutual benefit for all, instead of competing against each other with winners and losers.

We recently received feedback from our Fiscal Year 2011 Customer Satisfaction Survey. The survey was sent out to almost 100 district customers. We received mixed feedback with an average satisfaction rating of 3.87 on a scale of 1 to 5 (5 = very high satisfaction, 1 = very low satisfaction.) More importantly, we received written feedback which we will incorporate during our annual Customer Workshop scheduled for Jan. 25 at the Wiesbaden Army Airfield. I appreciate the candid feedback we received, and know we can improve our customer satisfaction in the months ahead.

We will also hold our annual German Partnering Meeting in Bad Dürkheim Feb. 22-23. While there, we will work with the Bauamt to find mutually beneficial solutions to improve project delivery and customer satisfaction, while complying with German construction contract law (VOB) and the ABG75 agreement.

Customer care is a continuous process for every member of the district. It is not a once-a-year event or solely the mission of the Project/Program Managers. The Corps exists to support our partners. Think Win - Win.

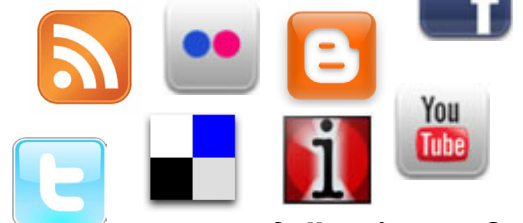
Building Strong! People, Partners, Projects

COL Pete Helmlinger

Please join me in congratulating our most recent Europe District Heroes of the Battle for their outstanding efforts. They are Tom Blankenhorn, Orkun Dincer, Ellen Schenk, and John Callihan.



Become a fan today!



Are you following us?

BUILDING STRONG!



USACE EUROPE DISTRICT

## FEATURE

### USACE supports healthy living

WIESBADEN, Germany – Katie Ergenekon, a U.S. Army Corps of Engineers Europe District program manager, and Raquel “Q” Blankenhorn, a contract specialist, are regulars in the Amelia Earhart Center gym. On any giving morning, they can be seen on the treadmill, doing strength training, or working out on the exercise ball.



In addition to doing their own workouts, the two can be overheard giving encouragement and support to other gym goers, as well as demonstrating new exercises.

One morning, another employee approached Blankenhorn in the gym and explained how Blankenhorn inspires her to come to the gym.

“I really like knowing I inspired someone,” Blankenhorn said. “That same woman suggested to Katie and me that we should do something for other employees looking to be encouraged and inspired.”

The result was the district’s Healthy Living Support Group.

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## AROUND THE CORPS

### Corps of Engineers building ‘energy strong’

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### Corps of Engineers improves water system for troops in Afghanistan

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## AROUND THE ARMY

### European garrisons protecting Army communities with virtual training

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### Commissaries to end magazine sales overseas

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## AROUND THE DOD

### Obama signs defense spending bill despite reservations

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### Gulf War vets with ‘undiagnosed’ illness get more time to qualify for benefits

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## ANNOUNCEMENTS

### *Don't forget Martin Luther King, Jr. Day, Jan. 16*

Remember, Celebrate, Act

Read more about him at [thekingcenter.org](http://thekingcenter.org)

### Are you ready for winter driving conditions?

U.S. IMCOM Europe gives you some [tips on being prepared](#) this season.

## NAU in the News

**U.S. European Command**, Helping hands: USACE, EUCOM, USAID bring virtual health care to Albanian hospital

**Stars and Stripes**, Ground broken for new SHAPE International School complex

## WORK FOR USACE

**There are currently no openings with the district.**

Jobs can be found at [USAJobs](http://USAJobs).

## WORK WITH USACE

**Y -- Repair, maintenance and construction services for U.S. defense facilities, Turkey**  
Solicitation Number: W912GB-12-R-0003  
For more solicitations, search [FBO.gov](http://FBO.gov).

### Comments? Corrections?

Contact the Europe District Public Affairs Office at:

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