



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT AGENCY
2511 JEFFERSON DAVIS HIGHWAY
ARLINGTON, VA 22202

SFIM-PL-Q

AUG 04 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Communities of Excellence (ACOE) Memorandum of Instruction (MOI) for FY05

1. References:

- a. AR 5-1, Total Army Quality Management, dated 15 March 2002.
- b. Strategic Management and Innovations Division (SMID) publication, Army Performance Improvement Criteria (APIC) 2004.
- c. Memorandum, DAIM-ZA, 29 January 2004, Army Communities of Excellence (ACOE) Program Policy for FY04.
- d. Memorandum, DAIM-ZA, 20 July 2004, Army Communities of Excellence (ACOE) Program Policy for FY05.

2. The ACOE program is a critical component of our continuing efforts to improve services to our customers, providing a valuable incentive as we work with our garrisons to achieve the strategic goal of managing installations equitably, effectively and efficiently. This MOI provides information and guidance to Army installations preparing nomination packets for the FY05 ACOE downselect process.

3. Participation in the ACOE program remains voluntary for Installation Management Agency (IMA) installations in FY05. Region program managers will submit their top three applications to HQ IMA for review NLT 1 October 2004. IAW reference 1.d. above, the Army National Guard (ARNG) and U.S. Army Reserve (USAR) will submit their top ACOE application to IMA on 1 October 2004.

4. All IMA installations, regardless of ACOE participation, must prepare a self-assessment by the end FY04 to comply with the ACOE Program Policy for FY05. Installations must report the completion date of their self-assessment to HQ IMA NLT 31 Dec 2004. Installations must use the 2004 Army Performance Improvement Criteria (APIC) as the framework for their self-assessment. Self-assessments are voluntary for ARNG Joint Force Headquarters Command (JFHC), formerly known as State Area Readiness Commands (STARCs), and USAR Regional Readiness Commands (RRCs).

SFIM-PL-Q

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5. The APIC is the basis for submission and evaluation for the ACOE award. The APIC is available at <http://www.hqda.army.mil/leadingchange/Quality/tag.htm>. APIC Appendix C is the ACOE supplement that provides examples of responses to category questions tailored to the unique operations performed by Army installations. Formatting instructions can be found in the enclosures.

6. Installations submitting an ACOE self-assessment for award consideration must comply with the following special entry prerequisites:

a. Have viable master planning capability and/or a master planner and real property planning components maintained in accordance with AR 210-20, Master Planning for Army Installations, 30 July 1993;

b. Have all "open" environmental Notices of Violation (NOV) under investigation for corrective action;

c. Have real property management controls in place consistent with AR 405-45, Real Property Inventory Management; and

d. Unless otherwise exempt, validate that Activity Based Costing (ABC) has been fully implemented in FY04. (ARNG JFHCs and USAR RRCs are exempt from this requirement.)

e. Commanders should address the submission of the special entry prerequisites in the commander's endorsement cover memorandum to the installation's ACOE packet. For the ABC requirement, see APIC Appendix D, Category 4, Item 4.1 a (2).

7. All installation ACOE self-assessments received NLT 1 October 2004 will be evaluated by a Joint Board of Examiners (JBOEs). Five installations, regardless of region, will be designated as finalists and will receive a site visit. Three winners will be selected from the group of five finalists.

8. The three overall installation winners identified by HQ IMA, along with the top ARNG and USAR ACOE winners, will be recognized at the annual CSA ACOE Award ceremony. The award distribution will be 1st place - \$2M, 2nd place - \$1M and 3rd place - \$750K. The top ACOE winner from the ARNG and USAR will each receive \$750K. The first place ACOE Award winner will be the Army representative for the Commander in Chief's (CINC) Annual Award for Installation Excellence.

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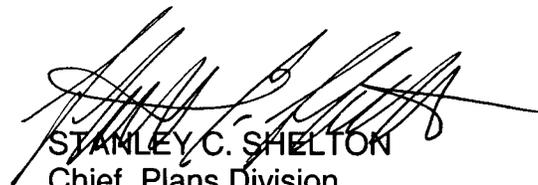
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9. Winning Applications. The ACOE winning applications will be posted on the agency's best practices site for benchmark, calibration and historical reference. Additional applications may be posted, if desired by installations.

10. The enclosures contain detailed information on ACOE program structure, packet formatting and submission requirements. Request MOI be given widest distribution within your command, IMA region or area of responsibility. The HQ IMA ACOE point of contact is Ms. Rosye Faulk, (703) 602-2478, Rosye.Faulk@hqda.army.mil.

5 Encls

1. ACSIM ACOE Policy
2. ACOE Program
3. ACOE Milestones
4. ACOE Submission Guidelines
5. Format Requirements



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Installation Management
Agency

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