



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
**INSTALLATION MANAGEMENT AGENCY**  
2511 JEFFERSON DAVIS HIGHWAY  
ARLINGTON, VA 22202-3926

SFIM-PL-Q

AUG 23 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Call for Joint Board of Examiners for FY05 Army Communities of Excellence (ACOE) and 2004 Army Performance Excellence Award (APEA) Programs

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.

2. The Office of the Chief of Staff, Army Strategic Management and Innovations Branch (SMIB) and Headquarters, Installation Management Agency (HQ IMA) will assemble volunteer examiners to serve on a Joint Board of Examiners (JBOE) for the FY05 ACOE and 2004 APEA Programs examination process. The experience that examiners gain from this service will enhance their knowledge of strategic planning, process management and customer focus performance.

3. Examiners chosen must be available for TDY from the beginning of the downselect process through the site visits. The total TDY time commitment is approximately three weeks.

a. The FY05 JBOE Downselect is scheduled from 31 October - 12 November 2004 at a location TBD. OCONUS examiners will arrive 30 October. All other examiners will arrive on 31 October.

b. ACOE projects five days to conduct site visits at five selected installations, 15 November - 17 December 2004. APEA projects five days for site visits of selected organizations, 1-19 December 2004.

c. SMIB, OCSA and HQ IMA will fund all related TDY travel expenses and per diem for JBOE examiners.

4. Examiner Qualifications: Nominees should have a broad knowledge of the Total Army Quality Management requirements as outlined in AR 5-1 and the Army Performance Improvement Criteria (APIC) assessment process. Nominees should have good writing and communication skills and be willing to work on a JBOE team producing two assessment reports in a fast paced environment. Minimum examiner requirements are:

SFIM-PL-Q

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- a. Eligible JBOE examiner nominees from all sources to include:
  - must be either a Department of Army Civilian (DAC), a member of the Active Component, US Army Reserve (USAR) or Army National Guard (ARNG),
  - active and retired civilian employees or military personnel from other Department of Defense (DOD) agencies and services,
  - experienced examiners from the private sector and alumni examiners from the Malcolm Baldrige National Quality Award program, and
  - examiners from State award programs, examiners from other Federal agencies and/or state and local government employees.

- b. The JBOE examiner nominee skills and training should include either prior experience preparing APIC based self-assessments, ACOE/APEA nomination packets or reviewing and scoring and writing feedback reports in support of other Baldrige-base criteria quality awards programs, or have completed training in quality management or the APIC writing or examiner within the last two years.

- c. Installations submitting an APIC self-assessment for consideration for the ACOE or APEA Award will provide a minimum of three (3) trained and/or experienced examiners to the JBOE Downselect for each application they submit. These identified examiners are required to complete the attached forms.

5. Examiner Training: All individuals applying for the first time must complete basic level APIC self-assessment or examiner qualification training before the JBOE Downselect. All potential examiners are strongly encouraged to attend some form of APIC Examiner training regardless of experience.

6. Each JBOE examiner nominee must complete an application packet. Application forms may be downloaded through the JBOE link of the HQ IMA web page, <http://www.ima.army.mil/index.asp> or at the APEA Program website, <http://www.hqda.army.mil/leading change>. The nomination packet consists of:

- a. An endorsement on organization letterhead signed by nominee's commander or supervisor supporting their involvement in the JBOE evaluation process. (Encl 1)
- b. Completed JBOE Examiner Information Form. (Encl 2)
- c. Completed JBOE Conflict of Interest Form. (Encl 3)
- d. Completed JBOE Administrative Form. (Encl 4)
- e. Signed JBOE Code of Ethics Form. (Encl 5)

SFIM-PL-Q

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f. Biography, not to exceed one page.

7. Regional nomination packets are due to HQ IMA no later than COB Friday, 10 September 2004. Regions should forward examiner nominee packets electronically as an email attachment to Ms Rosye Faulk, [Rosye.Faulk@hqda.army.mil](mailto:Rosye.Faulk@hqda.army.mil). Documents requiring signature should be scanned and included with other attachments. HQ IMA will accept nomination packets by fax at COM (703) 602-1727, DSN 332-1727 or by surface mail at the following address:

Installation Management Agency  
ATTN: SFIM-PL-Q (ACOE)  
Taylor Bldg, Room 12062  
2511 Jefferson Davis Highway  
Arlington, VA 22202-3926

8. Examiner applicants will be designated as a primary or alternate examiner following evaluation of their respective nomination packet. Available alternate examiners will be invited to fill any open positions that develop prior to the JBOE Downselect process.

9. Request this announcement be given the widest possible distribution. Direct all ACOE questions to Ms. Rosye Faulk, COM (703) 602-2478, DSN 332-2478, or email at [Rosye.Faulk@hqda.army.mil](mailto:Rosye.Faulk@hqda.army.mil) and APEA questions to Ms. Gail Terry, COM (703) 607-1325, DSN 327-1325 or email at [Gail.Terry@hqda.army.mil](mailto:Gail.Terry@hqda.army.mil).



RONALD L. JOHNSON  
Major General, GS  
Director

5. Encls
1. Cdr/Supervisor Endorsement
2. JBOE Examiner Information Form
3. JBOE Conflict of Interest Form
4. JBOE Administrative Form
5. JBOE Code of Ethics Form

DISTRIBUTION:

Dir, IMA Southeast Region, 593 Hardee Ave., Ft. McPherson, GA 30330-1057  
Dir, IMA Southwest Region, 1204 Stanley Rd., Ft. Sam Houston, TX 78234-5009  
Dir, IMA Northeast Region, 5a North Gate Rd., Ft. Monroe, VA 23651-1048  
Dir, IMA Northwest Region, 1 Rock Island Arsenal, Rock Island, IL 61299-6200  
Dir, IMA Pacific Region, 104 H Place, Ft. Shafter, HI 96858-5520  
Dir, IMA Korea Region, PCS 303 Box 45, APO AP 96205  
Dir, IMA Europe Region, Unit 29353, Box 200 APO, AE 09014

SFIM-PL-Q

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Chief, Army Reserve, 1815 North Fort Myer Drive, Arlington, VA 22209-1805

Chief, National Guard Bureau, Arlington Hall, 111 South George Mason Drive,  
Alexandria, VA 22204-1382

Office of the Assistance Chief of Staff for Installation Management, 600 Army Pentagon,  
Washington, DC 20310-0600