



AMEDD Civilian Corps Balanced Scorecard

Our Balanced Scorecard (BSC) is not just a statement of Mission, Vision and Strategic themes. It is a living document that, with your help, will guide us into the future. These pages show objective statements, measures, targets, and initiatives under consideration to support the Civilian Corps BSC Strategy Map.

Remember, this is your scorecard, always a work in progress. We need **YOUR** input to develop initiatives and measures to support the goals. Help us answer these questions:

- Which goals should be our highest priorities?
- How do we target initiatives to be sure we address key parts of the issues?
- Which initiatives are most important and should be done first?
- What initiatives are we missing? What are your ideas?
- How do we measure the success/impact of the measures?

Email feedback and ideas with “BSC” in the subject line to:

civilian.corps.chief@amedd.army.mil.



AMEDD Civilian Corps Balanced Scorecard

Objectives, Measures, Targets, and Initiatives

| | Objective | Objective Statement | Measure | Targets | Initiatives |
|----------------------------------|---|--|---|------------------------------|--|
| | **CY2011 FOCUS | | | | |
| Patient / Customer / Stakeholder | CS 1.0 Increased Corps Member Satisfaction | Foster an environment that promotes physical, economical, emotional, and spiritual balance both professionally and personally | <i>Survey results (Climate, Civilian Attitude & MEDCOM Speaks surveys)</i> | 80% Satisfaction Rate | <i>Civilian Workforce Development Line of Effort</i> |
| Patient / Customer / Stakeholder | CS 2.0 Inspire Trust and Respect In Our Corps | Build an environment that promotes trust and trustworthiness both professionally and personally, internal and external to the Corps | TBD | TBD | <i>1. Civilian of the Year Award 2. History of the Civilian Corps</i> |
| Patient / Customer / Stakeholder | CS 3.0 Increased Patient, Customer, Stakeholder Satisfaction | Improve customer satisfaction by delivering products and services that are on time and on target. | <i>Survey results</i> | TBD | <i>Survey commanders about civilian workforce capabilities</i> |
| Internal Processes | IP 1.0 **Enhance Communication | Improve internal and external communication to focus our efforts on engaging key audiences to promote awareness, understanding and commitment. | <i>Website hits, messages to the Corps Chief and responses, number of Corps Chief outreach visits</i> | TBD | <i>1. CivCorps STRATCOM a. Web Site b. Email Messages c. Newsletter d. Medical Symposium Corps Chief Session e. Marketing Plan</i> |



AMEDD Civilian Corps Balanced Scorecard

Objectives, Measures, Targets, and Initiatives

| | Objective | Objective Statement | Measure | Targets | Initiatives |
|--------------------|---|---|---|------------|--|
| | **CY2011 FOCUS | | | | |
| Internal Processes | IP 2.0 Promote Career Pathways | Define and promote key developmental pathway for strategic level leadership opportunities. Identify, coach, and develop Civilian Corps members from accession thru retirement | % increase in ACTEDS career Plans developed | TBD | 1. FCR for new CP53 2. Career Programs to cover all civilians |
| Internal Processes | IP 3.0 Increase Organizational Efficiency and Standardization | Utilize and evaluate current programs, existing metrics and comparative data to maximize efficiency. Seek new and innovative solutions to existing and emerging challenges. | TBD | TBD | Target/Identify civilian positions for SSC and ILE |
| Internal Processes | IP 4.0 **Improve Relationships and Partnerships | Build quality relationships and effective partnerships within our Corps, with our military colleagues, among federal, state, and local agencies, academia, private industry, and community partners. | % increase in civilian members of the Regiment | TBD | 1. Civilian CSBPO Office 2. Civilians in C&S training 3. Civilian Consultants 4. AMEDD Regiment membership & recognition |
| Learning & Growth | LG 1.0 **Create a Culture of Belief in the Value of Corps Membership | Market to and educate our customers and stakeholders on our unique skills and capabilities. | Website hits, messages to the Corps Chief and responses, number of Corps Chief outreach visits | TBD | 1. Civilian Corps Website 2. Corps Chief Visits 3. STRATCOM a. Corps Chief video b. Newsletter c. Marketing Plan 4. History of the Corps |
| Learning & Growth | LG 2.0 **Improve Knowledge, Skills, and Abilities | 1. Increase education and training opportunities to build the capacity to successfully perform missions, position requirements and foster growth in an environment of continuous learning. 2. Allow training programs to accommodate and respond to the ever changing spectrum of operations and environments to maximize Corps role in the Army | % increase in employees with IDP 4 developmental assignments per year (quarterly) | TBD | 1. Civilian Life Long Learning (CL3) 2. Civilians in C&S training 3. Career Programs for all civilians 4. CSBPO developmental assignment / mini internship 5. Civilian Competencies |



AMEDD Civilian Corps Balanced Scorecard

Objectives, Measures, Targets, and Initiatives

| | Objective | Objective Statement | Measure | Targets | Initiatives |
|-----------|--|--|------------|------------|---|
| | **CY2011 FOCUS | | | | |
| Resources | R 1.0 Improve Targeted Recruiting and Retention | Appropriately leverage the talents, skills, knowledge and experience to reach out to current and potential Corps members to fill capability gaps, meet enduring missions and emerging contingencies. Build life cycle management capabilities, identify current talent and passion, then leverage those assets in an environment that supports further growth and development. | TBD | TBD | <ol style="list-style-type: none"> 1. Aggressive participation in Civilian Workforce Transformation (CWT) 2. Review and assess current recruitment and retention efforts 3. Baylor/Master of Social Work Programs 4. Civilians in MOS /ASI/ C&S courses |
| Resources | R 2.0 Empower Employees | Foster a working climate that empowers employees to develop innovative solutions and seek improvements which positively impact the organization. | TBD | TBD | <ol style="list-style-type: none"> 1. Command Function - natural function of developing employees 2. MEDCOM Speaks 3. LSS training |
| Resources | R 3.0 Secure Resources | Effectively forecast, allocate and utilize financial resources to achieve education and training priorities for the Corps. | TBD | TBD | <ol style="list-style-type: none"> 1. Allocations used vs allocations secured 2. Resources required vs available to execute initiatives 3. Funding/allocations vs valid training requirements |