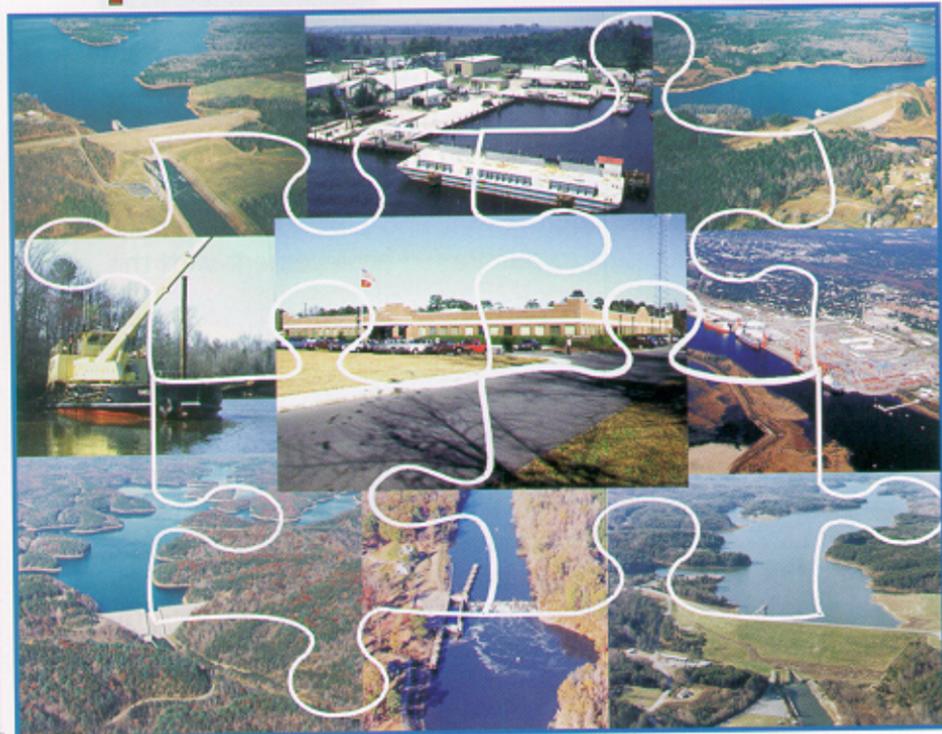




FY 2003

Wilmington District

Operations Plan



Bringing the pieces

TOGETHER

2003 Operations Plan

Wilmington District Team members:

The Wilmington District Annual Operations Planning process helps to make this District stand out according to our Chief, LTG Flowers, as "one of the crown jewels" in the Corps. I certainly look forward to our teamwork in carrying the 2003 plan through to a successful conclusion.



Our objectives are broad and ambitious—from goals for high execution rates to those that enable us to stay on the cutting edge of technology, and others that will make Wilmington District an ever-more exciting place to develop a career. This TEAM has succeeded many times before, and Major Powell and I as your Command team will do our part to pursue full achievement with this process.

Here's your part:

Review the objectives in this year's plan. Take time to highlight the objectives that you and your closest team members play in. Think through how you and your team will contribute to achieving the objectives—and the benefits that come with success. Talk your strategy over among yourselves and with the champions for the objectives you're called on to support. Then "Just DO it!"

Essayons,

A handwritten signature in black ink that reads "Charles R. Alexander, Jr." The signature is written in a cursive, flowing style.

CHARLES R. ALEXANDER, JR
Colonel, EN
Commanding

USACE Vision

The World's premier public engineering organization, responding to our nation's needs in peace and war.

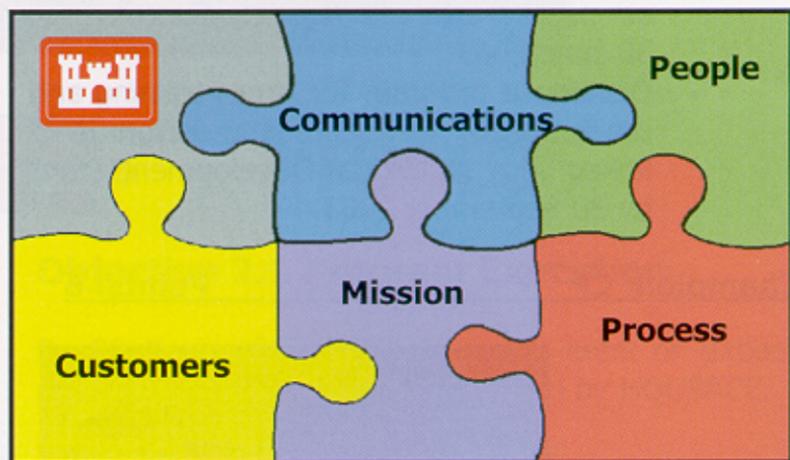
A full spectrum Engineer Force of high quality, dedicated soldiers, and civilians:

- Trained and ready
- A vital part of the Army
- Dedicated to public service
- An Army values-based organization



Changing today to meet tomorrow's challenges!

Wilmington District Strategic Goals



The Wilmington District's strategic management system focuses on key success factors to accomplish our mission. People are the foundation of the Corps. Our Processes are knowledge based and supported by collaborative systems and technology. Communication gives us connectivity, energy, and knowledge, and unites us in our public service. Customers, primarily in North Carolina and the Virginia Roanoke River Basin are the focus of all we do in service to our Country.



People

Objective 1.1 Learning Organization

We will foster a Learning Organization by developing skilled, positive, and proactive people. Accordingly, we will:

- Identify the occupations with professional registration/certification and establish a baseline of current, registered/certified Team Members by 31 March 2003.
- Develop a process to identify candidates for Division and Headquarters leadership programs by 31 March 2003.
- Initiate a mentoring/counseling program as part of the "Bridge to Success" by 30 June 2003.
- Develop a program for cross-training and other special, developmental assignments linked with Individual Development Plans by 30 September 2003.

Champion: CP

Points: 6

**2003
Operations
Planning
Workshop**



Objective 1.2 Team Building

By 30 June 2003, we will develop a team building program that incorporates District and individual office level events with participation opportunities for team members, customers, and stakeholders.

Champion: DD

Points: 4



Corps Day 2002



Process

Objective 2.1 Program Execution

By 30 September 2003, we will meet or exceed program execution goals established by HQUSACE.

Team Award Points

General Investigations	3
Construction, General	5
Operations and Maintenance	4
General Regulatory	2
Flood Control & Coastal Emergencies	1

Champion: DP

Points: 15



Process

Objective 2.2 Workload Management

By 30 September 2003, we will implement the District workload management system for all General Investigations (GI), Construction, General (CG), General Regulatory, Flood Control and Coastal Emergency (FC&CE) and Support For Others (SFO) projects and 75% of the Operations & Maintenance (O&M) workload.

Champion: PA

Points: 6



Wayne Bissette briefs for Assistant Secretary of the Army Visit

Objective 2.3 Risk Management

By 30 September 2003, we will accomplish 93% of the goals of the District's Safety Management Action Plan.

Champion: SO

Points: 4



Process

Objective 2.4 Environmental Operating Principles

By 30 September 2003, we will develop a plan to incorporate the USACE Environmental Operating Principles (EOPs) into our Project Management Plans.

Champion: TS

Points: 5

Objective 2.5 Geographical Information System (GIS)

By 30 September 2003, we will:

- Develop and implement Standard Operating Procedures (SOPs) for Geospatial Data requirements for the life cycle of a project.
- Update the Wilmington District GIS Implementation Plan.

Champion: TS

Points : 7

**GIS
Project**





Process

Objective 2.6 Project Management Business Process (PMBP)

By 30 September 2003, we will complete deployment of the PMBP Training curriculum and execute all aspects of the SAD 2002 Campaign Plan Objective 2.2.

Champion: DP

Points: 7

**PMBP Training
Curriculum**



Objective 2.7 Quality Management Plan

By 30 September 2003, we will develop and implement a District-wide Quality Management Plan.

Champion: DD

Points: 5



Communications

Objective 3.1 District Web Communications

By 30 September 2003, we will enhance the District Web Site by accomplishing the following:

- Develop and post a seasonal program guide for the Lake Projects.
- Assign subject matter experts to develop and maintain District "hot topics" and service capabilities information.
- Update key project web pages monthly.
- Highlight significant awards and recognitions received.

Champion: IM

Points: 5



**Lora Reid
District
Web Master**



Communications

Penny Schmitt with the Flood Plain Model



Objective 3.2 Corporate Communication

BY 28 February 2003, we will expand corporate communications processes to promote a learning organization:

- Develop a web-based, topical library for effective dissemination of information ("Who else needs to know?").
- Establish an SOP for after action review (AAR) and lessons learned distribution.

Champion: PA

Points: 5



Communications

Objective 3.3 Strategic Communications Team

By 30 May 2003, we will enlist our customers and stakeholders to become key players on our strategic communications team:

- Equip our customers and stakeholders to tell our story by providing them with media ready copy and photos.
- Increase collaborative District/ stakeholders communication. Apply the "drought team model" to 2 other issues.
- Adapt the "Vicksburg District Strategic E-Communications Model".

Champion: PA

Points: 6



Stakeholders

Business Partners





Communications



**Public Lands
Day
2002**

**Cape Fear
River Festival
2002**



Objective 3.4 Environmental Education Program

By 30 September 2003, we will develop a District-wide, comprehensive environmental education program based on the USACE Environmental Operations Principles.

- Establish the Joseph S. Tanner Environmental Outreach Facility at John H. Kerr.
- Establish an environmental education presence at a public facility/activity.

Champion: OP

Points: 6



Customers

Objective 4.1 Customer Feedback

By 30 September 2003, we will continue to improve our customer survey process by:

- Utilizing/enhancing the Interactive Web Page/Survey.
- Providing response and action plans to customer.
- Achieving a 10% increase over the number of FY 2002 customer responses.

Champion: DD

Points: 5

Objective 4.2 Water Resource Management

By 30 September 2003, we will request approval for one new General Investigation (GI) Study and 12 Continuing Authorities Program (CAP) project new starts.

Champion: TS

Points: 7



**Pumping sand
on the beach**



Customers

Objective 4.3 Customer Requirements

By 30 September 2003, in support of our customers' requirements, we will increase our work for others/ support for others (excluding MOTSU and Floating Plant) expenditures by 30% over 1999 baseline of \$2.11 Million.

Champion: TS

Points: 7

**Wrightsville
Beach, NC**



Extra Credit Points: Up to 10 extra points can be applied toward the District TEAM Award to achieve the required 90 points. Extra credit is earned as followed:

- | | |
|----------|--|
| 1 point | Automating the Objective Organization |
| 2 points | Each \$1 Million of expenditures over Objective 4.3 (except Wilmington Harbor) |
| 2 points | Each National Level Award or Professional Recognition for a District Team Member |
| 2 points | Each GI or CAP Project requested in excess of Objective 4.2 |

Team Award

The District TEAM Award promotes **EXCELLENCE** in District Performance, and:

- Forges a direct link between individual performance and the District's overall mission accomplishment.
- Promotes a greater sense of teamwork among the various District Offices.
- Increases the commitment to implement the U.S. Army Corps of Engineers' Strategic Vision.

Performance Period: Fiscal Year

Excellence: The District Commander will declare a District TEAM Award if excellence is achieved by earning 90 award points or more by the end of the Fiscal Year. At the District level this award is budgeted at 1.0% of base salaries.

Award Eligibility: The District TEAM Award is equally distributed to all full-time team members on board at the end of the Fiscal Year who had been in a duty status for at least 6 months of the year. Team Members must also have at least a successful, Level 3, individual performance rating at the end of the year. The award for less than full time employees is prorated based on their schedule.

FY 2003 Operations Planning Workshop



May 2002

Susan Pierce
Susan Dixon
Carl Smith
Sherrel Bunn
MAJ Thatch Shepard
COL James DeLony
Eugene Tickner
George Burch
Jim Stirling
Judith Poole
Wayne Bissette
Ron Stirrat
Paula Brown
Ray Davis
Wilbert Paynes
Michael Wutkowski
Linda Hagan
Larry Mitchell
Steve Brown

Dianne Batson
Robert Sattin
Jean Manuele
Jory Triplett
RG Absher
Rhonda Wiggins
Coleman Long
Steve Aiken
Lisa Hetherman
David Franklin
Tom Corder
Ken Jolly
David Baker
John Johnson
Julie Marcy
Michael Hosey
BJ Suggs
HT Hale

Keith Harris
Sherry Gaylor
David Lekson
Louis Smith III
Sarah Tingley
Penny Schmitt
Billy Lee
Ben Wood
Phil Kadala
Greg Williams
Bill Harris
Diane Greene
Norm Conklin
Paul Eagles
Ron Ogden
Eden Warden
LTC Michael Gladbach
Jim Butler

Admin Support: Eugenia Boswell, Joyce Taylor,
Brian Albert, Chad Eller,
Barbara Victa

IM Support: Alverta Sandy, Keith Odberg,
Shannon Rinehart, Jeff Manning



**US Army Corps
of Engineers**
Wilmington District