Army Communities of Excellence (ACOE) Award

Frequently Asked Questions (FAQs)

Sustain, Support, Defend
http://www.ima.army.mil

The following addresses the most Frequently Asked Questions (FAQs) relating to the ACOE Program

Question: How do I know if my installation is ready to compete for the ACOE Award?

Response: There are several recommended steps that determine if your installation is ready to compete for the ACOE Award. However, it is important to remember that there are benefits to the ACOE application process that are just as significant as winning an award. If your installation applies, you will receive invaluable feedback on your installation that will provide a significant return on your investment. In essence, it is a free evaluation that can help you identify issues and change course as necessary.

If you are still uncertain whether or not to apply, please engage the following three steps:

1) Consult with your ACOE Headquarter's Point of Contact (POC) for your region as listed below:

Location	Name/Email	Phone
NERO	Barbara Good goodb@monroe.army.mil	757-788-7652
SWRO	Raye Anne Hawkins Rayeanne.hawkins@samhouston.army.mil	210-295-2260
KORO	Yi U Nan yi.unan@korea.army.mil	DSN 738-3283
NWRO	Ken Krambeck krambeckk@ria.army.mil	309-782-8291 (DSN 309-782-8291)
PARO	Lorna Hu lorna.hu@us.army.mil	808-438-1713 (DSN 315-438-1713)
SERO	Bettye Cook bettye.cook@forscom.army.mil	404-464-2882 (DSN 367-2882)
EURO	Glynis Walker glynis.walker@us.army.mil	0049-6221-6086 (DSN 370-6086)
IMA HQ Arlington	Rosye Faulk rosye.faulk@hqda.army.mil	703-602-2478

2) Review your Organizational Self-Assessment (OSA) Tool feedback report. The report contains information about the maturity of your installation's management and that of other garrisons across IMA. Compare your garrison's ratings to those of former ACOE winners.

3) Review the Army Performance Improvement Criteria (APIC) upon which both the OSA Tool and the ACOE competition are based.

4) Honestly assess the extent of APIC deployment and the level of leadership commitment to organizational learning and performance improvement. The ACOE Program can help a garrison move to its next maturity level, but leadership commitment is critical to successful implementation of the APIC.

Question: How do I get started on the application process?

Response: IMA recommends the following steps:

1) Nominate select individuals to attend IMA training sessions (ACOE writing course or APIC MTT/CTT training). Individuals should be recommended by their installation to their Region POC who will pass the nominations to IMA HQ for final approval.

2) Thoroughly review the previous year's winning narratives on the IMA website: http://www.ima.army.mil to develop a sense of acceptable language and format.

3) Review the APIC manual as well as the ACOE Memorandum of Instruction (MOI) to determine specific application requirements for the current award year. The MOI is available at http://www.ima.army.mil/.

Question: What level of effort is necessary to complete the application?

Response: The level of effort required to complete the application will depend on the size of the installation and number of staff members who are tasked with completing the application, which cannot exceed 50 single-spaced pages. While the application can take more time during the initial year of submission, you will receive crucial feedback on your installation that will highlight areas for potential improvement.

Question: What is the difference between Army Performance Improvement Criteria (APIC), which is used during the ACOE evaluation process and the Malcolm Baldrige National Quality Award (MBNQA) criteria?

Response: The corporate-focused Malcolm Baldrige National Quality Award criteria was adapted by the Army to create the APIC organizational self-assessment categories as well as annexes unique to the APIC. The structure and language of the criteria are very similar; however, the APIC is updated annually while the Baldrige criteria is re-evaluated every two years by the National Institutes of Standards and Technology (NIST).