



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
LITTLE ROCK DISTRICT, CORPS OF ENGINEERS
POST OFFICE BOX 867
LITTLE ROCK, ARKANSAS 72203-0867

CESWL-OP (1130)

23 July 2002

DISTRICT COMMANDER'S POLICY MEMORANDUM 02-17

SUBJECT: Bench Marking Trips

1. Reference, SWL OPLAN 2002-2004, Annex C, SWL Strategic Goal: Communication.
2. Supervisors and employees are encouraged to maximize temporary duty opportunities to achieve the full benefit of visiting personnel at another project, district, division, or HQUSACE. This is in keeping with the spirit of the referenced portion of the district OPLAN, and it is intended to improve internal and external communication. The emphasis of this memorandum is bench marking and lessons learned through additional strategic communications with our customers, including project, district, and regional elements.
3. Outstanding professional communication among and between all elements is marked by close coordination, positive discussion of best business practices for task accomplishment and lessons learned. While on temporary duty or during training, an opportunity may exist to visit a nearby project or coordinate with functional counterparts.
4. Lessons learned and perspectives on improved business practices should be captured in a memorandum for record with salient points retained in a shared data base and available to all district elements. This will also include points of contact, dates of discussion and location, and any other pertinent data that will assist in necessary follow-up for others.
5. To further facilitate this communications initiative, managers and supervisors should make selected opportunities available to both project and district employees to meet informally on a regular basis with employees from other elements. The goal of this exercise is to encourage cooperation, teamwork, and partnering among all district elements and provide for diversity in perspectives. Among the opportunities for informal meetings are staff assistance visits, field trips, and district sponsored training.
6. All district elements are to begin implementing this initiative immediately. Point of contact is Chief, Operations Division, (501) 324-5561

Benjamin H. Butler
BENJAMIN H. BUTLER
Colonel, EN
Commanding