North Carolina National Guard Strategic Plans Office

Quarterly Newsletter | February 2014 | Volume 1, Issue 2

Please submit your ideas for future projects!
(see pg 6 for POCs)

Special points of interest:

- We are on Facebook! Like our page at: www.facebook.com/pages/NCNG-J5-Strategic-Plans-Organizational-Improvement

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NCNG Hosts its Second Green Belt Class in Charlotte, NC (MAJ Brian McIlvaine)

The students standing are simulating customers bringing laptops in for repair (L-R, rear): CPT Melonie Lewis, MAJ Veronica Beltran, 1st Lt. Ellerbe, LTC John Perkins, SGM David Rouffy, and LTC Rickey Kimmel. The students seated in front are simulating Help Desk staff (L-R, front): CPT George Bullen and SFC Peter Chryst

The North Carolina National Guard (NCNG) hosted its second Lean Six Sigma (LSS) Green Belt class, 2-13 December 2013, at the 130th Maneuver Enhancement Brigade Headquarters in Charlotte, NC. This two week intensive class provides the basic knowledge and skills necessary to lead Continuous Process Improvement (CPI) projects and teams utilizing a variety of LSS process improvement tools. Out of the 23 students, four were from the South Carolina National Guard, one from the Texas National Guard, one from the Oklahoma National Guard, one from the Iowa National Guard, and the remainder from the NCNG. Four of the students were members of the Air National Guard. All 23 students graduated and are fully prepared to lead CPI projects in their home states. **Congratulations to the newest class of Green Belt graduates!**

Green Belt training includes pre-work of reading assignments and pre-tests. During the two weeks of classroom training, the students participated in a mix of lecture, discussion, hands-on training, business simulations, homework assignments, and tests.

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(1st row, L-R): LTC Cristina Moore, Mrs. Junell Scheeres, SFC Patrick Miller, SFC Adam Sides, MAJ Veronica Beltran, MSG Daniel Cottingham, CPT Melonie Lewis, SSG Charles Britt, LTC John Ebbighausen, SFC Brenda Lopez, Capt. Thomas Bryant, (2nd row, L-R): MAJ Tod Thames, MAJ John Feutz, CPT George Bullen, 1SG Michael Pisano, SGM David Rouffy, 1st Lt. Charles Ellerbe, CW2 Wesley Ford, LTC Rickey Kimmel, CW3 Robert Hintz, LTC John Perkins, CPT Jason Porter, Capt. Joseph King, CMSgt Douglas Rook, SSG Heath Bandy, SSG Robert Funderburk, and SFC Peter Chryst

Campaign Plan JOPP (MAJ Roger Barbour)

The Campaign Plan 2015-2019 Joint Operational Planning Process (JOPP) kicked off in January. The purpose of the event was to review progress on the Campaign Plan 2014-2018 and make adjustments as necessary. Based on feedback from last year's JOPP, the pool of participants expanded to draw in lower echelons of command and a diverse range of experience.

"All the participants agree this was a productive and successful JOPP."

The J5 section facilitated the JOPP and ensured engagement and participation from all attendees. The photo above is from day one and shows a crowded TAG Conference Room. The group included Army, Air, officer, enlisted, AGR, technician, and M-Day from across the J-Staff and from each MSC. The current campaign plan was reviewed from beginning to end over the course of the week. Discussion was lively and insightful.

Per the recommendation of the team, the current Mission, Vision, and Values will remain for the next publication. Upon review of the strategic goals and supporting objectives, some of the objectives were removed as they were successfully accomplished over the last year or are well into execution phase. Not entirely unexpected, there were recommended changes to the strategic goals given the change in the current environment. All adjustments were approved by our TAG on the final day of the JOPP. The Campaign Plan 2015-2019 now moves into the refinement stage in preparation for final approval with an expected publication date of 1 April 2014. It will be implemented effective 1 October 2014.

All the participants agree this was a productive and successful JOPP. The end result is not the result of a single individual. It is truly a collaborative effort and reflects many hours of discussion and analysis.

NCNG works with the Humanitarian Mine Action (HMA) program in Moldova (MAJ Clay Jackson)

Since Fall 2012, the North Carolina National Guard's State Partnership Program (SPP) has worked with the Humanitarian Mine Assistance (HMA) program for engagements in Moldova. HMA is a US State Department program that endeavors to relieve human suffering and develop an indigenous mine action capability while promoting U.S. interests. The program targets countries, such as Moldova, with a valid threat from mines or unexploded ordinance (UXO), which are initially beyond the countries capabilities to resolve. During World War II, the Soviet Union and German armies had prolonged and intense battles across Moldova, which left huge amounts of UXO. Each year, Moldovan farmers and other civilian continue to unearth scores of remnant ordinance, and periodically Moldovan civilians are gravely injured by these UXOs.

The HMA program has two components, an Explosive Ordinance Division (EOD) component to deal with the UXOs, and a medical component to bolster medical response capabilities to UXO strikes on civilians. The 60th Troop Command has taken the lead on each of these two initiatives, with the 430th EOD Company and the Medical Detachment from Camp Butner. Because the HMA is a US State Department funded program (Title 22 authorities), NCNG soldiers actually train Moldovan partners. This contrasts with most military-to-military SPP engagements, which focus on developing military interoperability and sharing Tactics, Techniques, and Procedures.

So far, NCNG has completed two HMA EOD engagements and two HMA Medical engagements, with approximately four more engagements per year scheduled for the next several years to come. The HMA program funds the travel and per diem costs for these engagements, while the NCNG funds the pay and allowances for NCNG Soldiers to participate. In summer 2014, HMA is preparing to donate $75,000 in mine detector equipment to Moldova and $75,000 in Medical materials. This hugely successful program has provided direct humanitarian benefit to the Moldovan people while demonstrating the readiness and relevance of NCNG units. HMA and NCNG's efforts have brought great credit to the NCNG, US State Department and US Government, and further strengthens our partnership with Moldova.

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Like

NCNG Hosts its Second Green Belt Class in Charlotte, NC

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Graduates must now complete a Green Belt project to be considered fully certified. Students are assigned projects that support the NCNG Campaign Plan and projects are scheduled according to priority based on the needs of the NCNG.

In the background, instructors MAJ John Feutz and Maj Dale Cowan supervise as Green Belt students operate the repair center of a simulated Help Desk office. Pictured (L-R) are Capt Thomas Bryant, CMSgt Douglas Rook, CW3 Robert Hintz, SFC Patrick Miller, and SFC Brenda Lopez

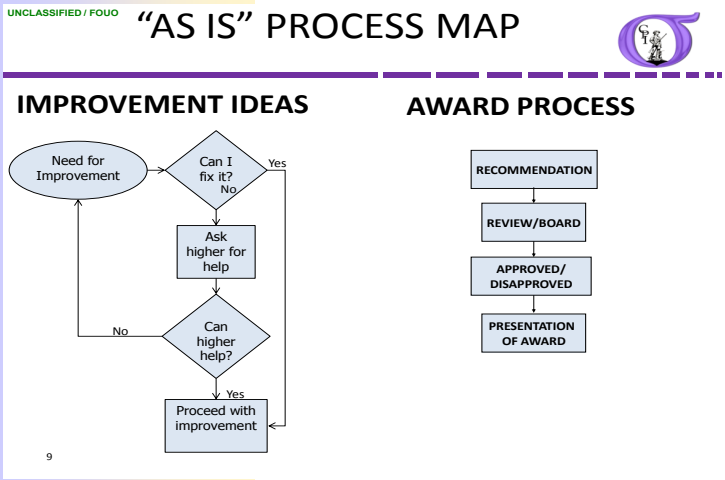
Students are also assigned a coach who has completed either Black Belt (BB) or Master Black Belt (MBB) LSS training. The NCNG coaches include LTC Cristina Moore, MBB, MAJ Tod Thames, MBB candidate, MAJ John Feutz, MBB, Maj Dale Cowan, BB, and MAJ Brian McIlvaine, BB. As a step towards the NCNG becoming more self-sufficient, these coaches also served as the instructors for this Green Belt class. For Maj Cowan and MAJ McIlvaine, this is a step towards obtaining MBB certification. Mrs. Junell Scheeres, the National Guard Bureau MBB for our region, also attended this class to supervise instruction.

J5 CPI has scheduled its next Green Belt class for 15-26 September 2014, at the North Carolina Military Academy, Fort Bragg, NC. If you are interested in attending, please let your supervisor know. We issue a FRAGO requesting nominations from each MSC, suspense TBD. If you have any questions, please contact MAJ Brian McIlvaine at 919-664-6068 or brian.y.mcilvaine.mil@mail.mil or LTC Cristina Moore at 704-344-2352, x14505, or cristina.m.moore2.mil@mail.mil.

Innovation RIE (MSG Jason Day, MBA-HRM)

During the week of January 6, 2014, a Rapid Improvement Event (RIE) was conducted at JFHQ to measure, analyze, and improve the current process of encouraging and awarding innovation within the organization. The problem statement for the team was: "NCNG currently does not have a method of encouraging innovation at the individual level. Ideas are not currently being shared or awarded within the organization."

(L-R) Pictured are SSG Aldon Williams, SSG Sylvia Johnson, Mrs. Dixie Wilson, SFC Shawn Riley, and MSG Jason Day



The team consisted of soldiers from various sections and departments within the NC National Guard (NCNG). Departments providing team members for the RIE were RRB, HRO, CSMS, 130TH MEB, and G1. All other NC Army and Air Guard Major Subordinate Commands were afforded the opportunity to provide input via email.

Using various LEAN tools the team was able to identify that although the NCNG has an award program for Soldiers/Airmen and Technicians, there was not an

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Army Communities Of Excellence (Major Dale Cowan)

We have just kicked off another iteration of the Army Communities of Excellence (ACOE) Program. The North Carolina Army National Guard (NCARNG) has participated annually in ACOE since 1989. Last year, for our 2013/2014 submission, we received Honorable Mention.

On 28-30 January, the NCARNG hosted an ACOE Self Assessment Course at the JFHQ with members from the NCNG participating in the NGB instructor-led training. COL (retired) Eric Weber from the Business Transformation Office conducted the training. The following members are Category Champions for the 2015 ACOE Submission:

Profile: COL Jeffrey Copeland, J5
Cat 1 – Leadership: COL Cliff Wilkins, CoJS
Cat 2 – Strategic Planning: LTC Cristina Moore, J5
Cat 3 – Customer Focus: LTC Maury Williams, PAO
Cat 4 – Measurement, Analysis & KM: COL Todd Hunt, VCoJS
Cat 5 – Workforce Focus: LTC David Raynor, HRO
Cat 6 – Operations Focus: LTC Brent Orr, J3

The Category Champions have selected members to serve on their writing teams who will work on the packet and help put it all together for this year's (2015) ACOE consideration.

Overall, as we participate in the ACOE Program and utilize the application of the Army Performance Improvement Criteria (APIC) as the foundation we are improving in performance. We use the feedback that we receive as a result of the annual ACOE Downselect Process, where a group of examiners capture the strengths and opportunities for improvement that they find in our submission, to make adjustments to and enhance our organization. We have begun to show various cycles of improvement each year and can demonstrate how they are all tied into our Continuous Process Improvement (CPI) Program and NCNG Campaign Plan. In continuing to take this program seriously, we will ultimately become a stronger and more effective organization, one that is better able to meet the demands of today, while preparing for the challenges of the future.

If you are interested in more information about the **NCARNG ACOE Program** please contact Major Dale Cowan at (919) 664-6091 or dale.j.cowan.mil@mail.mil

Innovation RIE

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award directly related to innovation or creativity. In additional it was discovered that there was no pathway in the current "as is" process to allow for ideas to be submitted and collaborated on within the organization and to relate the idea submission to the current awards process.

Despite the complexity of the problem, the team was successful in developing drafts of a future state process map, an award review matrix, and a form for the submission of new ideas. All products are currently under review for approval by the process owner and sponsor.

It was also discussed and decided that the organization might benefit greatly in having an Innovation SharePoint site that everyone within the organization could access for researching ideas on improvement of operations within the NCNG.

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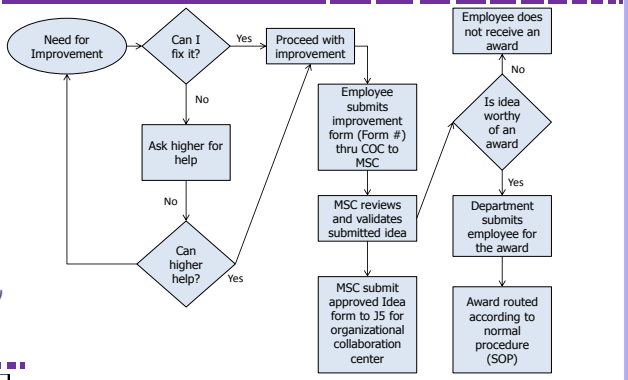
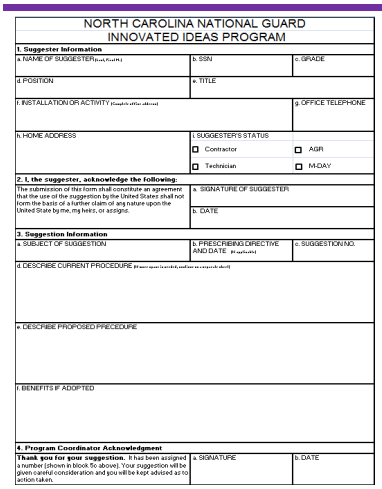
"FUTURE STATE" PROCESS MAP



UNCLASSIFIED / FOUO

IDEAS AND AWARDS



NORTH CAROLINA NATIONAL GUARD
INNOVATED IDEAS PROGRAM

1. Suggester Information

a. NAME OF SUGGESTER (Last, First, MI)	b. SSN	c. GRADE
d. POSITION	e. TITLE	
f. INSTALLATION OR ACTIVITY (Complete office address)		g. OFFICE TELEPHONE
h. HOME ADDRESS	i. SUGGESTER'S STATUS ☐ Contractor ☐ AGR ☐ Technician ☐ M-DAY	

2. I, the suggester, acknowledge the following:

The submission of this form shall constitute an agreement that the use of the suggestion by the United States shall not form the basis of a further claim of any nature upon the United State by me, my heirs, or assigns.	a. SIGNATURE OF SUGGESTER
	b. DATE

3. Suggestion Information

a. SUBJECT OF SUGGESTION	b. PRESCRIBING DIRECTIVE AND DATE (If applicable)	c. SUGGESTION NO.

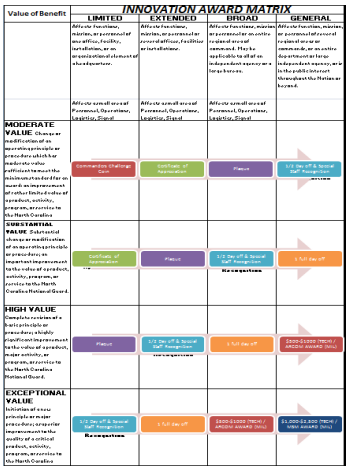
d. DESCRIBE CURRENT PROCEDURE (If more space is needed, attach an separate sheet)

e. DESCRIBE PROPOSED PRECEDURE

f. BENEFITS IF ADOPTED

4. Program Coordinator Acknowledgment

Thank you for your suggestion. It has been assigned a number (shown in block 5c above). Your suggestion will be given careful consideration and you will be kept advised as to action taken.	a. SIGNATURE	b. DATE



INNOVATION AWARD MATRIX

Value of Benefit	LIMITED	EXTENDED	BROAD	GENERAL
	Affects a function, station, or a process of an office, facility, installation, or an organizational element of a subdepartment.	Affects a function, station, or a process of an organization, facility or installation.	Affects a function, station, or a process of an entire command or command. May be applicable to all or an independent agency or large bureaus.	Affects a function, station, or a process of a several or an entire command, or an entire department or large independent agency, or is the public interest throughout the Nation or beyond.
	Affects a small area of Personnel, Operations, Logistics, Plans	Affects a small area of Personnel, Operations, Logistics, Plans	Affects a small area of Personnel, Operations, Logistics, Plans	Affects a small area of Personnel, Operations, Logistics, Plans
MODERATE VALUE Change or modification of an operating principle or procedure which has moderate value relative to most the improvement of value, function of a product, activity, program, or service to the North Carolina	Commendation Challenge Coin	Certificate of Appreciation	Plaque	1/2 Day off & Special Staff Recognition
SUBSTANTIAL VALUE Substantial change or modification of an operating principle or procedure, an important improvement to the value of a product, activity, program, or service to the North Carolina National Guard.	Certificate of Appreciation	Plaque	1/2 Day off & Special Staff Recognition	1 full day off
HIGH VALUE Complete revision of a basic principle or procedure, a highly significant improvement to the value of a product, major activity, or program, or service to the North Carolina National Guard.	Plaque	1/2 Day off & Special Staff Recognition	1 full day off	$500-$1000 TMOH / AMCOM Award (NTE)
EXCEPTIONAL VALUE Initiation of a new principle or major procedure, or a major improvement to the quality of a critical product, activity, program, or service to the North Carolina	1/2 Day off & Special Staff Recognition	1 full day off	$500-$1000 TMOH / AMCOM Award (NTE)	$1,000-$1,500 TMOH / NGB Award (NTE)

J5

Joint Forces Headquarters
NGNC-J5
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Raleigh, NC 27607

The North Carolina National Guard has actively participated in the NG CPI program since its inception in late FY09. We are one of the leading states on project execution as we continue to work closely with NGB on achieving our goal of a self-sustained NCNG CPI Program.

NCNG CPI Director: LTC Cristina Moore
Ph: 919-306-9859 Email: cristina.m.moore2.mil@mail.mil

NCNG CPI POC: MAJ Brian McIlvaine
Ph: 919-664-6068 Email: brian.y.mcilvaine.mil@mail.mil
DSN: 582-9068

NCGKO Continuous Process Improvement Site

External Lean Six Sigma Events and Training *

The NCSU Lean Six Sigma (LSS) Black-Belt certificate program LSS Black Belts are some of the most sought after professionals today. Black Belts lead LSS project teams and mentor Green Belts to achieve significant performance improvement. Black Belt training will provide you with the skills needed to lead LSS projects through the NCNG. This course requires four 40 hour weeks of training, usually conducted one week per month for four months.

NCSU LSS Green Belt certificate program.

Green Belt training will introduce you to the LSS philosophy and terminology and give you the tools you need to complete your Green Belt certification project. This course requires two 40 hour weeks of training, usually conducted one week per month for two months.

Visit www.tx.ncsu.edu/sixsigma/ for more information and to register.

LSS Distance Learning through Army e-Learning Program:

https://usarmy.skillport.com

Please note that you must be active Army, Army National Guard, Army Reservist, or DA Civilian to register for Army e-Learning.

For questions about the North Carolina National Guard Continuous Process Improvement program or to submit recommendations for future projects, click here on the CPI Logo or contact the POCs listed above:

External events and training opportunities are not endorsed by the North Carolina National Guard and funding is not currently programmed.