

IMCOM Operation Excellence (OPEX) Service Excellence Training Program is designed to instill the principles of the Service Culture Campaign (SCC) and provide standardized service excellence training across IMCOM.

IAW IMCOM Policy 8, Service Culture Campaign, 8 July 2022 All Garrison employees will receive their initial OPEX Training (4 hours) to ensure that our Service Culture foundation is understood and helps IMCOM deliver the promises of the IMCOM Customer Pledge. All Garrison Supervisors/Managers will receive their initial OPEX for Leaders Training (2-4 hours) as it is a key component to build a service culture within IMCOM with focused training on leader roles and responsibilities, team member engagement, empowerment, recognitions, communication, and accountability. Upon successful completion of the initial training, the annual OPEX Refresher Training (1-4 hours) program provides continued opportunities to refresh employee service excellence for Supervisors and Non-Supervisors, respectively.

To request training, contact your organization's Training Coordinator

FY25 OPEX Schedule

OPEX for Leaders (Initial) – Mandatory training Requirement for all IMCOM Supervisors		
Class Dates	Time	Location
12 December 2025 12 March 2025 12 June 2025 10 September 2025	0800-1200	LWDC Building 2-2020 Woodruff St. Classroom C
OPEX for Leaders (Refresher) – Mandatory training Requirement for all IMCOM Supervisors		
23 October 2024 6 February 2025 3 April 2025 29 May 2025 7 August 2025	0800-1000	LWDC Building 2-2020 Woodruff St. Classroom C
OPEX for (Initial) – Mandatory training Requirement for all IMCOM Supervisors and Non-Supervisors		
4 December 2024 6 March 2025 4 June 2025 4 September 2025	0800-1200	LWDC Building 2-2020 Woodruff St. Classroom C
OPEX for (Refresher) – Mandatory training Requirement for all Non-Supervisors Team Members		
3 October 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
9 October 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
9 January 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
29 January 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
20 February 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
26 February 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
15 April 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
17 April 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
10 July 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
22 July 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
24 July 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
27 August 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
16 September 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
18 September 2025	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C