

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

#### FY24 OPEX Schedule

<b>OPEX for Leaders (Initial) – Mandatory training Requirement for all IMCOM Supervisors</b>		
<b>Class Dates</b>	<b>Time</b>	<b>Location</b>
14 December 2023 13 March 2024 13 June 2024 12 September 2024	0800-1200	LWDC Building 2-2020 Woodruff St. Classroom C
<b>OPEX for Leaders (Refresher) – Mandatory training Requirement for all IMCOM Supervisors</b>		
15 November 2023 29 February 2024 11 April 2024 30 May 2024 1 August 2024	0800-1200	LWDC Building 2-2020 Woodruff St. Classroom C
<b>OPEX for (Initial) – Mandatory training Requirement for all IMCOM Supervisors and Non-Supervisors</b>		
7 December 2023 7 March 2024 6 June 2024 5 September 2024	0800-1200	LWDC Building 2-2020 Woodruff St. Classroom C
<b>OPEX for (Refresher) – Mandatory training Requirement for all Non-Supervisors Team Members</b>		
12 October 2023	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
14 November 2023	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
16 January 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
17 January 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
18 January 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
21 February 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
22 February 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
30 April 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
2 May 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
9 July 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
11 July 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
25 July 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
29 August 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C
19 September 2024	0800-0900 0930-1030	LWDC Building 2-2020 Woodruff St. Classroom C

