



U.S. ARMY

## INSTALLATION MANAGEMENT COMMAND

# Leadership Pledge

Taking care of Those We Serve begins with taking care of our most valuable asset - our IMCOM Professionals.

IMCOM Leaders will provide our Team Members the same concern, respect and caring attitude that we expect them to share with our Soldiers, Families, Civilians and Retirees.

### We pledge to position you for success with:

- an impactful on-boarding and orientation experience to welcome you to the IMCOM Team.
- clear performance standards; to include standards for service excellence.
- an Individual Development Plan (IDP) developed with your supervisor; reviewed during periodic counseling.
- opportunities for personal growth and professional development.
- a recognition program to reward service and performance excellence.
- engaged Leaders who seek and welcome your input and take action to continuously improve the organization.
- an organization that embraces the concept of team, teamwork and empowerment.
- a promise to hold ourselves and each other accountable.







## INSTALLATION MANAGEMENT COMMAND **Pledge to Those We Serve**

As a service provider organization, we are committed to providing programs and services delivered with a sense of individual pride, professionalism, and in keeping with the spirit of Army values and IMCOM principles.

**We create value for those we serve through consistent and easily-accessible service. We will:**

- deliver quality products and services.
- build relationships - with communities, with our customers, and with each other.
- be kind and respectful to those we serve.
- conduct ourselves professionally.
- welcome and encourage feedback; we will communicate and listen.
- provide neat, professional and aesthetically pleasing facilities.
- take ownership of our actions.

