

We create value for our customers 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.

CUSTOMER PLEDGE



ARMY CORE VALUES

LDRSHIP

LOYALTY

DUTY

RESPECT

SELFLESS SERVICE

HONOR

INTEGRITY

PERSONAL COURAGE



IMCOM PRINCIPLES

SERVICE

SERVICE

EXCELLENCE

RESPECT

VISION

INTEGRITY

COMMUNICATION

EMPOWERMENT

PERMISSION SLIP

Ask Yourself:

Is it good for the Soldier or Family?

Is it legal, ethical and moral?

Is it something I am willing to be accountable for?

If so, don't ask permission. You already have it.

WE EMPOWER YOU!



LTG DAHL, IMCOM COMMANDING GENERAL

CHOOSE EXCELLENCE

Cheerful greeting!

Use positive communication!

Show a positive image and attitude!

Teamwork!

Own your job!

Make it up to the customer!

Extra Mile!

Remember to thank each customer!