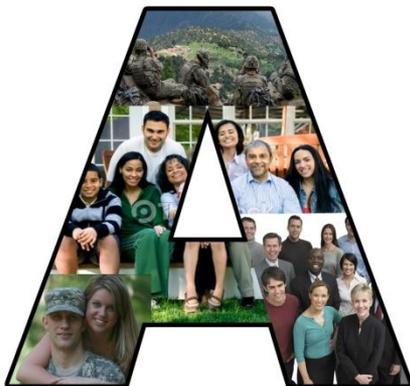
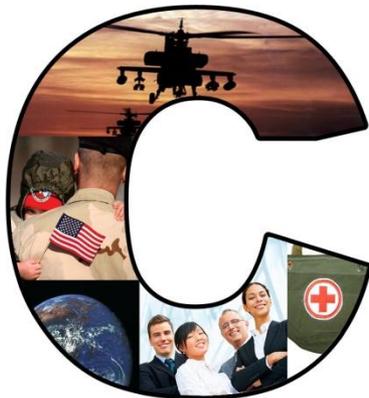




Customer Excellence begins with me because...



Civilian Soldiers Supporting America's Soldiers



ICARE Strategic Objective



To create a ***Culture of Excellence*** where managers, supervisors, and employees “seek-out” our HR services and CHRA SCR employees fully invest themselves in their work.





ICARE Components

Five Standards of Excellence	12 Supporting Behaviors	Execution Month
1. I ntegrity	<ul style="list-style-type: none">• Attitude• Professionalism• Commitment	<ul style="list-style-type: none">• January• February• March
2. C ompassion	<ul style="list-style-type: none">• Courtesy• Respect• Communication	<ul style="list-style-type: none">• April• May• June
3. A dvocacy	<ul style="list-style-type: none">• Safety• Privacy	<ul style="list-style-type: none">• July• August
4. R esourcefulness	<ul style="list-style-type: none">• Stewardship• Creativity	<ul style="list-style-type: none">• September• October
5. E xcellence	<ul style="list-style-type: none">• Quality• Ownership	<ul style="list-style-type: none">• November• December