



TALKING POINTS

SERVING GENERATIONS OF AIRMEN

PUBLIC AFFAIRS

2015

STRATEGIC PLAN *SPECIAL EDITION*

MISSION

Deliver exceptional personnel services.

VISION

Accessible, Reliable & Personal Care
... building trust, one Airman at a time.

COMMAND SECTION

CC	Brig. Gen. Samuel "Bo" Mahaney
CV	Col. Sean McElhanev Pahia
CV1	Col. Carolyn Stickell
CCC	Command Chief Master Sgt. Ruthe Flores
CCF	Senior Master Sgt. John Neeley

COMMANDER'S FOUR TENETS OF LEADERSHIP

1. If you take care of your people, they will take care of the mission
2. Foster a culture of respect
3. Expectation of excellence
4. Build a culture of feedback

QUOTES

"Don't bother with a strategic plan if you are not going to refer to it regularly and are not going to use it to guide your plans, actions, and decisions throughout your organization," said **Brig. Gen. Samuel "Bo" Mahaney, ARPC commander**. "A strategic plan is an investment. By taking the time to collaborate, most of the differences of opinion are ironed out once, at the beginning of the process. This makes the organization much more cohesive moving forward. Great decisions can be made at all levels of leadership because those leaders know what the organization's goals and objectives are."

"This isn't about checking a box," said **Scott Fromm, ARPC director of staff**. "This is about culture. This is about driving us into the future. This one has that buy-in at the top. If you don't get that senior leader buy-in, it fails. Because it's enduring, the next senior leader comes in and can implement it with minimal changes."

"I've learned the hallmarks of a plan for success," said **Lt. Col. Bruce Winhold, ARPC process manager**. "Hire the best people or develop the best training programs. Also, develop people for unprecedented results. Create the highest employee satisfaction. Lastly, your success is dependent on how well your teams are formed."

"This is the fastest I've ever seen the ship turn in terms of culture changes," Fromm said. "The biggest reason is a persistent focus from leadership on the change and bringing it down and communicating it to the lowest possible level."

"If other units followed this model, they would see the end of stagnation," Winhold said. "We're trying to create a sustainable strategic plan and execution cycle. Everything is tied to that. Our number one goal is taking care of our ARPC professionals – our Airmen. If you take care of the people, they will take care of the mission."

"As the year went along, we recognized that the nine goal areas (of the 2014 plan) were far too expansive," Mahaney said. "We also recognized that almost everything we did came down to only four areas."

ARPC FOCUS AREAS

Airmen
Readiness
Processes
Connectivity

ARPC GOALS

1. Take care of ARPC professionals so they take care of the mission.
(Focus Area – Airmen)
2. Ensure the highest levels of readiness for inactive and individual Reserve members.
(Focus Area – Readiness)
3. Deliver customer-focused service.
(Focus Area – Processes)
4. Identify, develop, and field integrated systems and technology solutions to enhance the customer and operator experience.
(Focus Area – Connectivity)

AIR RESERVE PERSONNEL CENTER

Strategic Plan 2015-2019