

CPC Requirement

ALCOAST 517-05

ALL HQ, AREA, DISTRICT, AND MLC STAFFS AND THEIR DIRECT-REPORT UNITS ARE REQUIRED TO HOLD CPC WORKSHOPS ONCE EVERY TWO YEARS

Excellent Management equates to Stewardship



WHAT'S IN IT FOR YOU?

- Unit-centered CPEC training;
- Facilitated discussions of your unit's strengths and opportunities for improvement;
- A collective look at how you operate your unit, in light of the criteria;
- A shared *state-of-the-unit* perspective;
- A focused action plan.

WHAT USCG LEADERS SAY

"Without a doubt, this criteria facilitates forward thinking, with a leadership and management mindset focused on readiness."

"You let the group drive the sessions."

"The amount of time you spent with us was just right."

"This helped to bring issues to the surface."

"A critical path to more systems thinking was successfully plotted."

"I learned that process management helps document with facts & numbers."

"This is so helpful; we should have done this a long time ago"

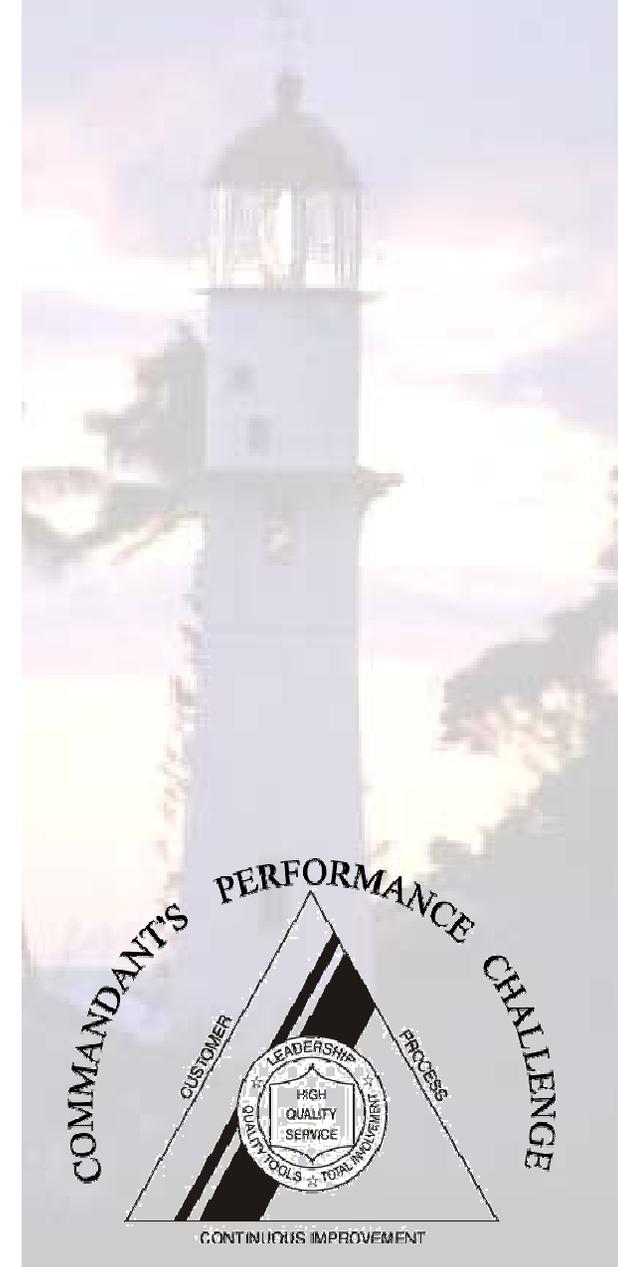
For information or assistance please contact **your District Eight Organizational Performance Consultants (OPCs)**

D8DQ@esunola.uscg.mil

or visit

<http://www.uscg.mil/d8/performance/>

COMMANDANT'S PERFORMANCE CHALLENGE



Commandant's Performance Challenge (CPC)

CATEGORIES

The CPC Workshop is a facilitated, 2½-day self-assessment which helps you consider your unit or staff's performance in these categories:

- * Leadership
- * Strategic Planning
- * Customer & Mission Focus
- * Measurement, Analysis, Knowledge Management
- * Human Resource Focus
- * Process Management
- * Performance Results

These match the Commandant's Quality Award (CQA) criteria, aka the **Commandant's Performance Excellence Criteria (CPEC)**.

SELF-ASSESSMENT

Led by CPEC-experienced facilitators, your leadership team will be guided through a series of category questions. At process end, you will have:

- * validated your UPF Profile;
- * identified your unit's strengths and opportunities for improvement (OFIs) for each category;
- * picked your top 3 strengths & OFIs;
- * outlined an Action Plan;
- * identified systemic (USCG) issues that impede performance; and
- * provided your *proven practices* for inclusion in a CG-wide database.



Honor, Respect, Devotion to Duty



CPEC CORE PRINCIPLES

- * Visionary Leadership
- * Customer Driven Excellence
- * Organizational & Personal Learning
- * Valuing Employees and Partners
- * Agility
- * Focus on the Future
- * Managing for Innovation
- * Management by Fact
- * Social Responsibility
- * Focus on Results & Creating Value
- * Systems Perspective

CONFIDENTIALITY

CPC Facilitators send systemic issues, proven practices, and a recommendation for CQA eligibility to the Leadership & Quality Institute. All other assessment information remains with you. Your CPC Facilitators will respect & maintain your confidentiality.

ADAPTABLE

A great CPEC aspect is that it is not prescriptive—there are no *standard* answers about what and how to manage. The criteria are framed as a series of questions, which signify what's important to have and do, but does not prescribe how, that's up to leaders. Unit type, mission, size, etc., all affect the way leaders manage and *respond* to the criteria. A remote Group and an urban Air Station, both shore-based operational units should respond differently to questions like:

What are the unit's key measures?

or,

Who are the Command's key customer groups?

WHY CPEC?

- * It provides a world-class benchmark.
- * The Criteria are inclusive.
- * The Criteria focus on common requirements, rather than procedures, tools, or techniques.
- * The Criteria are adaptable.
- * The Criteria are at the leading edge of validated management practices.

This is why CPEC is the Coast Guard's management framework.
