

## Commandant's Performance Challenge

OPC's are available to help guide you through the Commandant's Performance Challenge (CPC), which allows commands and staffs to assess their own performance. This self-assessment uses a scaled down version of the **Baldrige National Quality Program's Criteria for Performance Excellence** as a lens to look through as you discuss improvement opportunities and options. During the CPC, strengths and opportunities for improvement are identified then action plans for taking advantage of those opportunities are documented. Areas of focus within the criteria are:

- Leadership
- Strategic Planning
- Customer Focus
- Measurement, Analysis, and Knowledge Management
- Workforce Focus
- Operation Focus
- Results



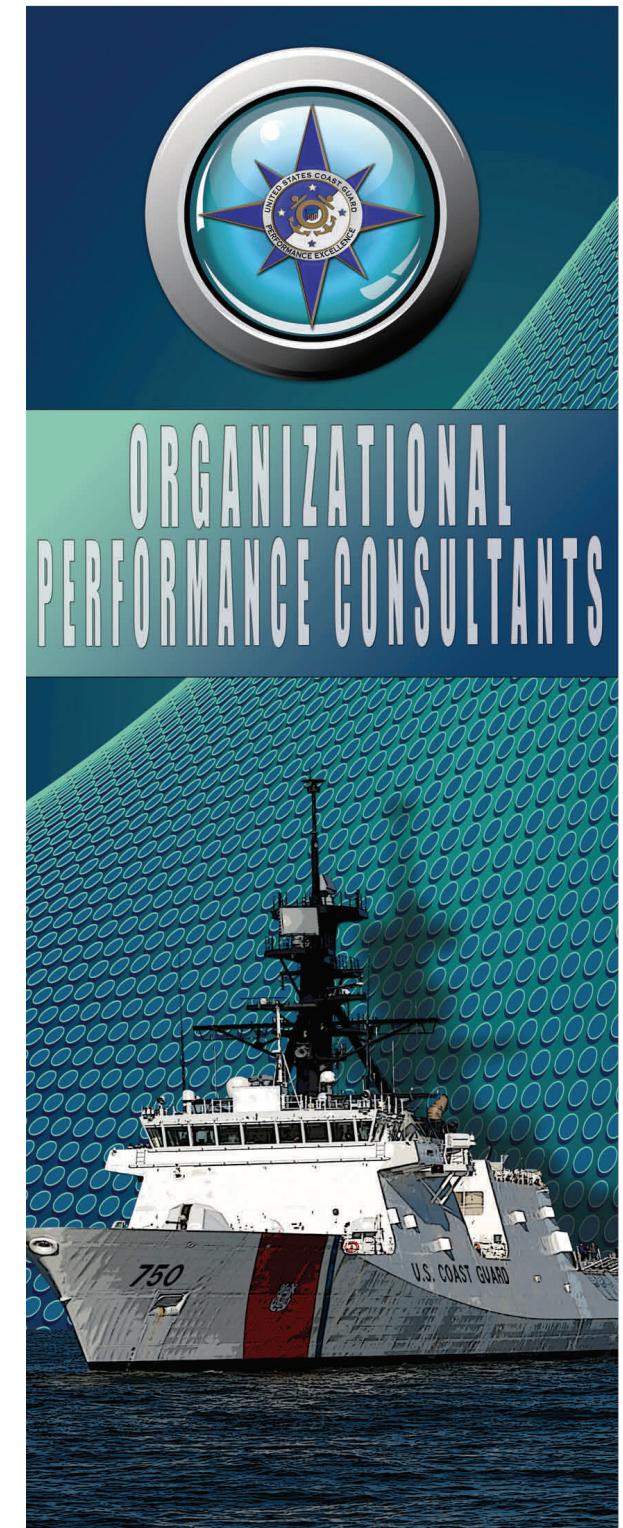
"We are defined by our Missions, People and Heritage. We will selflessly serve our Country and perform our duties in a manner that secures the trust and confidence of mariners and citizens alike. We will set a course that steadies the Service, honors our profession, strengthens our partnerships, and respects our Shipmates."

Admiral Bob Papp  
Commandant United States Coast Guard



### Contact Information

For additional information or assistance, please see the Performance Excellence place on the CG portal by going to the "collaboration" tab, selecting "search places", and searching for "Coast Guard Performance Excellence"



## Who We Are

With a focus on making the CG better, the corps of Organizational Performance Consultant's (OPC's) from CG-09541 have a bag full of improvement tools and the skills necessary to use them. The function of an OPC is simply to facilitate (or to make easy) jobs and functions within the CG ultimately resulting in Organizational Performance Excellence. OPCs are located at various locations throughout the Coast Guard and are available to assist you.

## How We Work

We work in partnership with CG leaders at all levels, to:

- Help you learn about your unit , office, or work group's current level of performance
- Identify and capture specific opportunities for improvement
- Develop and document action plans in order to take advantage of improvement opportunities

OPC's have a level of knowledge and skill related to organizational improvement which can be combined with your own knowledge of a specific world of work. This combination can then be leveraged to make organizational improvement easier.

OPC improvement efforts fall within a set of nationally recognized **Performance Excellence Criteria**. These criteria have been adopted as the Coast Guard's management framework, and are used to improve performance through better management practices.

- OPC services are conducted with the appropriate of confidentiality.

## Services We Offer

- Facilitate strategic planning and goal setting sessions
- Analysis of survey results including:
  - OPM's Organizational Assessment Survey (OAS)
  - ULDP survey
  - Workplace climate surveys
- Assistance in using measurement; for example, where you are and where you are going in relation to your performance goals
- Team building / conflict resolution
- Meeting management instruction

## Some Things We Can Do

- Serve as your ULDP coach to help you use the survey and online resources in order to design and operate an effective unit leadership development program
- Facilitate a Commandant's Performance Challenge (CPC) so that you can discuss internal management and opportunities related to improving performance
- Guide unit strategic planning, leading to action plans that are in line with higher-level organizational goals and objectives
- Help you develop measurement and management methods to enhance awareness and decision-making
- Assist in improving the effectiveness of new or existing work teams

## Coast Guard Systems

We provide the following services related to Coast Guard systems.

**Coast Business Intelligence (CGBI)** - We promote the use of CGBI and provide referral to CGBI experts.

<http://cgbi.osc.uscg.mil/>

**Unit Leadership Development Program (ULDP)** - We serve as ULDP coaches.

<http://uldp.uscg.mil/>

**Organizational Assessment Survey (OAS)** -

We provide OAS analysis.

<http://www.uscg.mil/oas>

**Change Management Learning Center** - We promote the "people side" of change.

<https://cgportal.uscg.mil/lotus/myquickr/change-management/welcome>

