



# 417th Base Support Battalion

Giebelstadt

Würzburg

Kitzingen



Command Philosophy  
LTC Thomas H. Fass  
17 June 2003

On behalf of my wife, Tracy, we want to thank all of you for the nice welcome you have given us. We are honored to join the 417<sup>th</sup> BSB family and pleased to have the opportunity to reside in such a wonderful community.

I am impressed with the caliber of our workforce and your dedication to serving the soldiers and families in our community. Winning the Army Community of Excellence Award in 2002 is indicative of the great work you do day-in and day-out. All of you are vital to our success and I am committed to serving you. Therefore, I intend to focus on the **well being of our workforce**.

Over the years we have established close relationships with the local communities on both a professional and personal basis. These friendships create a wonderful climate to live in. An additional benefit in these times of heightened threats is our security. Ultimately, our security is tied to our close relationships with the local communities. I intend to **continue fostering good relations** with the local communities.

I am committed to achieving our Vision by accomplishing our Mission and meeting our Strategic Goals in support of our community. Our processes are sound and we are on the right course. Therefore, I intend to remain focused on **executing our program to the satisfaction of our customers**.

Effective communications are essential. You must know and understand your customers. LISTEN to them. Our community is dynamic...the only constant is change. We must remain responsive, not rest on our laurels, and keep asking ourselves how we can do it better and what have I done for our customers today. **Early, often, clear, and concise communications are essential** to our success.

We are charged with operating in the most efficient and effective manner possible. I will focus on these two measures, so there is no question by anyone of the **value we provide** our soldiers and families. At the same time I will work to ensure we are properly resourced to accomplish the mission.

So what do I believe?

- I believe we need balance in our lives.
- I believe in doing what's right.
- I believe everyone plays a vital role and we must work together.
- I believe in delegating to, mentoring, and empowering subordinates.
- I believe we must take care of ourselves, and each other.
- I believe in communicating, sharing, learning, and growing.
- I believe in having fun.

So what do I expect of you?

- I expect you to stay focused on serving the community—our customers.
- I expect you to remain committed to our Vision/Mission/Goals and Objectives.
- I expect you to adhere to The Army Values.
- I expect you to know your job, do what's right, and do it safely.
- I expect you to handle actions/problems at the appropriate level.
- I expect you to learn from one another—always improving.
- I expect you to treat everyone with dignity and respect.

And I want all of you to have fun. I hope to get around and see all of you in the next few weeks. By all means, if you see me about please feel free to introduce yourself.

We Make a Difference!