



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON VICENZA  
UNIT 31401, BOX 42  
APO AE 09630

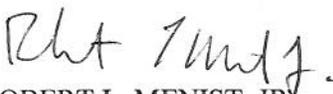
REPLY TO  
ATTENTION OF:

IMVI-ZA

2 September 2014

SUBJECT: US Army Garrison (USAG) Vicenza Policy Memorandum (#05-14) for the Management and Administration of USAG Vicenza Suggestion Box

1. Reference. GC VOCO, April 2014.
2. Purpose. To establish the procedure for the management and administration of suggestions received through the Garrison Suggestion Box <http://www.usag.vicenza.army.mil/sites/local/vsp/ICE/default.html>.
3. Applicability. This policy applies to all personnel assigned to or under operational control of USAG Vicenza and remains in effect until rescinded.
4. Policy. It is the Garrison Commander's policy to seek customer participation to improve the products and services rendered by all Garrison Service Providers.
5. Procedures.
  - a. Plans, Analysis and Integration Office (PAIO) screens, determines most appropriate directorate(s) to respond to suggestions, and forwards suggestions to designated directorate point(s) of contact (POC(s)).
  - b. Directorate POC(s) shall coordinate responses to suggestions and send final responses to the customer, with a courtesy copy to the PAIO, within five working days of receipt.
  - c. If the suggestion is found to have no merit, the Directorate POC must respond to the customer, thanking the customer for the submission.
  - d. If the suggestion has merit and can be implemented, then the Directorate POC will contact the customer to inform customer that their suggestion has value and what action the Directorate is taking.
  - e. Responses to suggestions pertaining to matters outside the command, control and authority of the USAG Garrison Command are to read as follows: "This suggestion box is intended for the solicitation of suggestions to improve the products and services rendered by USAG Garrison service providers within the command and control and under the authority of the Garrison Commander only (ex. DFMWR, DPW). Regrettably, your suggestion pertains to matters for which USAG Vicenza does not have the authority to take action."
6. POC for this action is the Plans, Analysis and Integration Office; William Murphy, DSN 314.634.7524 or Michael Fugate, DSN 314.634.6164.

  
ROBERT L. MENIST, JR.  
COL, IN  
Commanding

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