



Message From The Commander

2018 Guiding Principles

The Principles established for CNIC in 2015 remain relevant today. They are:

- Take Customer Service to the Next Level
- Be Brilliant on the Basics
- Make Smart Business Decisions
- Live a Culture of Continuous Improvement
- Represent Navy to the Surrounding Community

Our success in the above is closely linked to **how** we go about the task at hand. The below thirteen principles have been valuable to me throughout my career. In your daily tasks and operations, I ask each of you to ground yourselves in these principles -- as individuals and as a team -- as we accelerate our support to Fleet readiness from the Shore.

Who we are:

- **Ownership** – this is our business
- **Respect** – be considerate of others, everyone matters
- **Integrity** – truthful, honorable, and loyal
- **Balance** – life and service

What we do:

- **Level of Knowledge** – know your job, your role, your authorities
- **Risk Management** – the right risk decisions at the appropriate level
- **Resourcing** – understand requirements and constraints
- **Customer Service** – receptive, responsive with etiquette

How we do it:

- **Procedural Compliance** - know the standards
- **Communication Protocols** – a mission itself, eliminates confusion
- **Auditability** – know where our resources go and why
- **Questioning Attitude** – initiative and continuous improvement
- **Forceful Back-up** – support each other