



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

5000
G-7/BPO
MAR 25 2022

COMMANDING GENERAL'S POLICY LETTER 003-22

From: Commanding General
To: Distribution List

Subj: CONTINUOUS PERFORMANCE IMPROVEMENT (CPI) PROGRAM

Ref: (a) MCO 5220.13
(b) USMC MCICOM CPI Guidebook of 2017

1. Purpose. To establish policy and procedures for the implementation of CPI and deployment of Lean Six Sigma (LSS) for Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ).
2. Cancellations. CG Policy Letter 21-19.
3. Information. The references establish policy and assign roles, responsibilities, and tasks to institutionalize a culture of performance improvement and innovation. The overarching goal is to increase organizational capability in support of warfighting mission readiness.
 - a. Lean is a systematic approach that focuses on workflow, customer value, and minimizing non-value added activities (e.g., waste) that incur added cost or time to our processes without creating value.
 - b. Six Sigma is a disciplined, data-driven methodology that increases efficiency by focusing on customer requirements and measurement controls to reduce and/or eliminate rework/defects (e.g., reducing variation and improving quality).
 - c. Theory of Constraints is a systematic approach to understand and analyze an organization's performance by identifying process constraints and bottlenecks in workflow that are preventing that organization from achieving goals and objectives.
4. Action. Just as we need the Marine Corps Planning Process to accomplish assigned missions and tasks, we need a standard methodology for performance improvement to move from today's reality toward tomorrow's vision and goals.
 - a. Installation Commanders. To facilitate the regional implementation of CPI and to maintain cognizance of regional CPI efforts shall:

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(1) Provide the name of the Installation Champion and contact information to the Assistant Chief of Staff (AC/S), G-7, Business Performance Office (BPO) who will coordinate regional CPI efforts.

(2) Establish and implement a CPI Program.

(3) Not later than two weeks prior to initiation of a proposed CPI project, submit notification of the project to the MCIEAST-MCB CAMLEJ, G-7, Regional Director, BPO. This action will enhance visibility across the region and assist in preventing unnecessary duplication of effort.

(4) Share installation projects deemed best practices to the MCIEAST-MCB CAMLEJ G-7, Director, BPO when necessary/appropriate.

(5) Ensure all CPI event information and project status is current in the CPI Management System.

b. G-7, Director BPO shall: Facilitate the exchange of CPI information regarding policy, projects and training between the subordinate installations and higher headquarters.

5. Point of contact is Daniel Cross, Director, G-7, BPO at 910-451-3587.



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