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*Fort Bragg  
Family and Morale, Welfare  
and Recreation*

*FY 13 – FY 17 Five Year  
Strategic Planning Session  
“Take Aways”*



*We Are the Army's Home!*

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## ***Mission***

Provide a full spectrum of Quality of Life programs and services of the highest standard possible to the military community.

## ***Vision***

Family and MWR  
The Customer's First Choice!

## ***Goals***

1. Customer Focus
2. Maximize Resources with Fiscal Constraints
3. Teamwork and Cohesion
4. Improve Communication

## ***Service Standards***

1. Provide a Prompt and Friendly Greeting
2. Treat ALL Customers with Courtesy, Fairness, and Respect
3. Provide Timely Service – Deliver “On-Time” and “Right” the First Time