

DSS DIRECTOR'S MESSAGE

As the Agency support services organization, we will see significant changes over the next 2 years. Change is being driven by our customers, and DLA is transforming to better support our customer, the warfighter. DLA's transformation provides the logistics foundation for the Department of Defense (DoD) to develop its military capabilities. DoD's operational goals are described in the Defense Planning Guidance and the Quadrennial Defense Review. With improvements to DLA's Business Systems Modernization program, implementation of our Customer Relationship Management program, and the potential restructuring of the Defense personnel system, we have to be flexible to maintain our equilibrium as the speed and volume of change increases.

Organizational realignment will occur in DLA and DLA Support Services (DSS) over the next 2 years. This is an Agency transformation strategy that will reduce Agency operating costs, customer costs, and risk for our continued mission support. Eliminating redundant support services functions will allow us to streamline processes and move from a geographic focus to a customer focus.

All this change will require increased communication among all of us in DSS. We need to make a commitment to each other to share information vital to effective mission support to our customers. We also need to establish Customer Service Level Agreements with metrics to track our performance. To gain the most out of our transformation, we need to look for opportunities to streamline our processes, reduce paperwork, and become more efficient.

New in the FY 04/05 DSS Business Plan are objectives from each DSS staff office. Each DSS project action plan is linked to one of these objectives. They represent those vital areas where DSS needs to be successful to support the Agency's drive to achieve its strategic goals. We are also highlighting the business plan's link to the Agency's Management Control Program, the DLA Performance Management System, the DLA Enterprise Business Plan, and the stewardship and ethical conduct expected of all DLA employees.

As always, remember our customers will return for our services if we focus on these three questions: (1) Who is my customer?; (2) What have I done for them today?; and (3) How have I communicated with them? We need to work as a team to ensure that upon completion of this business plan in September 2005, our customers can say that our support over the past 2 years has been terrific!



RICHARD J. CONNELLY
Director
DLA Support Services

“Commitment to Organizational Excellence”