



Defense Logistics Agency **INSTRUCTION**

DLAI 5025. 01
Effective October 9, 2015

Accountable Office: Headquarters Complex (HQC) Directorate of Strategic Plans and Policy,
Policy Management Office (J523)

SUBJECT: Management of Policies and Procedures

References:

- (a) DODD 5105. 22, "Defense Logistics Agency," May 17, 2006
- (b) General Order 15-13, Strategic Plans and Policy (J5) Missions and Functions
- (c) DLAI 5025. 01, "DLA Issuances Program," January 4, 2013
- (d) DLAM 5025.01, "Writing and Coordinating Policy and Procedures,"
September 16, 2015

1. PURPOSE.

a. Authority: Under the authority in References (a) and (b), this policy Instruction cancels Reference (c).

b. Purpose: Update policy, responsibilities, and high-level procedures governing Agency policy and procedures management. This Policy and its matching procedural Manual (reference (d)) address the following types of policy and procedural documents:

- (1) DLA Issuances
 - (a) Policy Instructions (DLAI)
 - (b) Policy Regulations (DLAR)
 - (c) Joint Service Regulations (JS DLAR)
 - (d) Procedural Manuals (DLAM)
 - (e) Directive-type Memorandums (DTM)
 - (f) Enterprise Standard Operating Procedures (eSOP)
 - (g) Office-level Standard Operating Procedures (SOP)
- (2) Department of Defense (DOD) Issuances
 - (a) DOD Issuances
 - (b) Defense Logistics Manuals (DLM)

Well-written policy and procedures provide clear expectations for carrying out the Agency mission and promote efficiency, effectiveness, consistency, and accountability. We call DLA policies and procedures “Issuances.”

2. APPLICABILITY. This Instruction applies to all DLA activities.

3. DEFINITIONS. See Glossary for unique terms used in this Instruction.

4. POLICY. It is DLA policy to establish and maintain clearly written and current Issuances to achieve the Agency’s mission and comply with laws, regulations, and DOD Issuances.

5. RESPONSIBILITIES. See Enclosure 1.

6. PROCEDURES. See Enclosure 2.

7. INFORMATION REQUIREMENTS.

a. Each primary and mandatory coordinator (or appointed representative) digitally signs a DLA Form 96, Issuance Coordination Record.

b. The Issuing Authority (or appointed representative) digitally signs the DLA Form 96, Issuance Coordination Record and the PDF version of the final issuance.

8. INTERNAL CONTROLS.

a. The Director, Commander, Chief of Staff, or appointed representative approves their own organizational Directive-Type Memorandums and manuals by digitally signing the issuance and the DLA Form 96, DLA Publication Coordination Record. These individuals also coordinate on another DLA organization’s issuance by completing a comment review matrix and digitally signing the DLA Form 96, DLA Publication Coordination Record.

b. The Director, Strategic Plans and Policy or appointed representative approves all DLA policy instructions and regulations by digitally signing the issuance and the DLA Form 96, DLA Publication Coordination Record.

9. RELEASEABILITY. DLA Public Affairs approved this Instruction for public release.

10. EXPIRATION DATE. We will reissue or cancel this Instruction by the fifth anniversary of its publication date. If not, this Instruction will expire on October 9, 2025.

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Director, DLA Strategic Plans and Policy

Enclosure (s)
 Enclosure 1 – Responsibilities
 Enclosure 2 – Procedures
Glossary

ENCLOSURE 1: RESPONSIBILITIES

1. DIRECTOR, STRATEGIC PLANS AND POLICY (J5), under the authority, direction, and control of the Director DLA, the J5 Director must:
 - a. Establish and maintain the Agency's policy management system (Reference (b)).
 - b. Ensure Directors, Commanders, and the Chief of Staff comply with this policy.
 - c. Cancel Agency issuances automatically if not republished by the 10th anniversary of its publication date.

2. DIRECTORS AND CHIEF OF STAFF, HEADQUARTERS COMPLEX must:
 - a. Appoint a policy manager.
 - b. Write organizational policy issuances (DLAIs, DLARs, and JS DLARs) and applicable process documents to support the Agency's mission and ensure compliance with laws, regulations, and DOD issuances.
 - c. Write supplemental procedures (DLAMs and SOPs) in accordance with this policy and applicable process documents in accordance with enterprise process management.
 - d. Policies, processes, and procedures must follow applicable collective bargaining agreements.
 - e. Coordinate and provide comments on DLA issuances influencing your organization.

3. DIRECTORS AND COMMANDERS, PRIMARY LEVEL FIELD ACTIVITIES must:
 - a. Appoint a policy manager.
 - b. Implement Agency policies and procedures.
 - c. Supplement an approved DLAI with a DLAM, an applicable process document, or SOPs as necessary, if the sanctioning DLAI permits.
 - d. Write supplemental procedures in compliance with this policy and applicable process documents in accordance with enterprise process management.
 - e. Processes and procedures must comply with applicable collective bargaining agreements.
 - f. Coordinate and provide comments on DLA issuances influencing your organization.

4. DIRECTOR, HUMAN RESOURCES must provide a labor relations review of all proposed DLA issuances.
5. DIRECTOR, GENERAL COUNSEL must provide a legal sufficiency review for all proposed DLA issuances.
6. DIRECTOR, INTELLIGENCE must provide an Operations Security/Information Security clearance review for all DLA unclassified issuances.
7. DIRECTOR, PUBLIC AFFAIRS must provide a public information review.

ENCLOSURE 2: PROCEDURES

Listed below are the high-level procedures for publishing DLA issuances. For detailed procedures when writing a DLA issuance or procedures when writing a DOD issuance or a Defense Logistics Manual, see Reference (d).

a. Manager *identifies the requirement* to 1) write a new DLA issuance, 2) revise an existing issuance, or 3) cancel an existing issuance. This requirement originates from either a General Order or DOD Issuance.

b. Manager *registers and tracks the issuance* requirement until completion.

c. Manager appoints a Subject Matter Expert, who acts as the Procedural Writer, to *plan the issuance writing assignment*.

d. Procedural Writer *writes the draft issuance*.

e. Manager *coordinates the draft* with primary and mandatory coordinators¹.

f. Primary and mandatory coordinators *sign DLA Form 96, Issuance Coordination Record* indicating concurrence. If issuance is DoDI, DoDM, or DLM, primary and mandatory coordinators *sign SD 106, DOD Directives Program Coordination Record*.

g. Issuing Authority digitally *signs the final issuance*.

- (1) Director, Strategic Plans and Policy signs DLAI, DLARs, and JS DLARs
- (2) Organizational Director, Commander, or Chief of Staff signs DLAMs and DTMs
- (3) Enterprise Business Cycle Owner signs eSOPs and SOPs with financial touch point
- (4) Division Chief (or equivalent) signs office-level SOPs with no financial touch point
- (5) Deputy Assistant Secretary of Defense for Supply Chain Integration signs DLMs
- (6) Secretary or Deputy Secretary of Defense signs DODIs and DODMs

h. *Publish approved issuance* to the official DLA Issuances website. *Store the issuance coordination documents* in the official DLA Issuances Records Management repository. If the issuance is a DODI or DODM, publish it on the official DOD Issuances website.

- (1) Enterprise Policy Management staff posts DLAI, DLARs, JS DLARs, and DLMs
- (2) Organizational Policy Manager posts DLAMs and DTMs
- (3) Process Owners post eSOPs
- (4) Washington Headquarters Services, Directives Division, posts DODIs and DODMs

i. Procedural Writer *communicates new policy* to responsible employees.

¹ Primary coordinators are DLA Directors and Commanders responsible for implementing or complying with Agency policy. Mandatory coordinators are DLA Directors responsible for performing a functional review of the final draft policy prior to publication. See Enclosure 1: Responsibilities for details.

- j. Procedural Writer *trains responsible employees* on implementing procedures.
- k. Director, Strategic Plans and Policy *monitors enterprise policy compliance*. Establish and chair a level-3 Enterprise Policy Management governance body.
- l. Director, Commander, and the Chief of Staff *monitors organizational policy compliance*. Participate in the level-3 Enterprise Process Management governance body.
- m. Process Owner *monitors process compliance*. Participate in the level-3 governance body.
- n. Procedural Writer *checks and audit compliance* of published issuance.
- o. Procedural Writer *reports and improves issuance* based on continuous process improvement.
- p. Procedural Writer *republishes or cancels issuance* every five years or when necessary. If the Procedural Writers does not republish the issuance by the 10th anniversary of its publication date, it will expire and J5 will remove it from the DLA Issuances website.

GLOSSARY

PART 1: ACRYOMNS

DLAI	DLA Instruction
DLAM	DLA Manual
DLAR	DLA Regulation
DLM	Defense Logistics Manual
DTM	Directive-Type Memorandum
JS DLAR	Joint Service DLA Regulation
eSOP	Enterprise SOP
SOP	Standard Operating Procedure

PART 2: DEFINITIONS

Directive-Type Memorandum	This is a memorandum issued for time-sensitive actions about DLA policy and procedures. It is not a substitute for a DLAI, DLAR, or DLAM. Organizational directors and commanders use this memorandum to flash new policy or changes to existing policy to employees. Directors must transfer the content of the DTM to a permanent DLAI, DLAR, or DLAM with 12 months of the DTM's publication date.
DLA Instruction	This is a document describing how DLA carries out DOD policy or a document establishing DLA policy on a specific organizational program. It typically contains high-level procedures. The originating headquarters complex organizational director validates the policy and the Director, Strategic Plans and Policy signs and approves it, for the DLA Director.
DLA Issuance	Official documents issuing DLA policies and procedures.
DLA Manual	This is a supplemental document prescribing general procedures for carrying out DLAI policy. The accountable Director signs and approves it.
General Order	This is an approved memorandum giving organizational Directors the authority to execute their mission and functions.
DLA Regulation	This is a document establishing policy Agency between DLA and the public, Military Services, or non-DLA organizations. The originating organizational Director validates the policy and the Director, Strategic Plans and Policy signs and approves it.
Enterprise SOP	This is a document containing a <i>single standardize process</i> including systematic procedures for carrying out a specific DLAI. It documents routine or repetitive activities followed by a specific DLA organization or the Agency. The Enterprise Business Process Owner signs and approves it.

General Order	This is an approved memorandum giving organizational Directors the authority to execute their mission and functions.
Issuance	The official act of issuing policies and procedures in support of approved DLA mission and functions or DOD policy.
Office-level Standard Operating Procedures	This is a document containing a <i>local process</i> including systematic procedures for carrying out a specific DLAI or DLAM, if applicable. It documents routine or repetitive activities by an office, section, division, warehouse, etc. Division chiefs (or equivalent) typically sign and approve office-level SOPs. Use an SOP when an enterprise SOP is not feasible.
Policy	A policy is a principle that guides decisions and achieves rational outcomes.
Policy Manager	An organizational manager responsible for providing oversight activities and management controls over the issuances within his/her organization.
Procedures	Written instructions documenting routine or repetitive activity prescribed by a DLAI, DLAR, or DTM.
Procedural Writer	The organizational SME tasked to write a DLA issuance, DOD issuance, Joint Service issuance, or Defense Logistics Manual.
Process Owner	A manager oversees a specific sub process within an End-to-End business process.
Standard Operating Procedure	See JP-01, DoD Dictionary of Military Terms for a complete definition. In DLA, this “set of instructions” contains <i>step-by-step procedures</i> .
Subject Matter Expert	An employee with exceptional knowledge, skills, and abilities within a specific profession.