

Defense Logistics Agency Instruction



DLAI 7206
September 23, 2009
J-1, DHRC-P

Human Resources Management Evaluation

1. **PURPOSE.** This instruction implements DLA policy for evaluation of Human Resources Management (HRM) Programs and describes the process therein. The purpose of this instruction is to establish DLA's approach and methodology to evaluate the Agency's HRM Program. The output of this policy provides a method for DLA to evaluate the effectiveness and efficiency of its HRM functions and services, and the degree to which it adheres to Title 5, Office of Personnel Management (OPM) and DoD regulations and complies with merit system principles.
2. **APPLICABILITY.** This Instruction applies to Headquarters (HQ) DLA, all DLA Primary Level Field Activities (PLFA), and other Defense activities serviced by the DLA Human Resources Center according to the terms and applicable support agreements.
3. **POLICY.** It is DLA policy that the HRM Program be conducted consistent with appropriate legislation and OPM and DoD regulations. The goals of the HRM planning and evaluation will focus on:
 - a. **Leadership and Knowledge Management** – DLA leaders and managers effectively manage people, ensure continuity of leadership, sustain a learning environment that drives continuous improvement in performance.
 - b. **Performance Culture** – DLA has a diverse, results-oriented, high performance workforce. The performance management system effectively differentiates between high and low performance that links individual/team performance to organizational goals and desired results.
 - c. **Talent** – DLA is making meaningful progress toward closing all mission-critical skills, knowledge, and competency gaps/deficiencies.
 - d. **Accountability** - DLA human capital decisions are guided by a data-driven, results-oriented planning and accountability system.
4. **RESPONSIBILITIES.** Develop and implement a system that links the HRM Program outcomes to Agency performance (i.e., assess the performance of HRM programs).
5. **PROCEDURES.**
 - a. Identify HRM issues that impact DLA strategies and affect employees.
 - b. Perform periodic analysis of data to identify problem areas or trends requiring action.

- c. On an ad hoc basis, Human Resources (J-1) will select a sample of files and/or actions e.g., official personnel folders, merit promotion files) to review in order to assess the accuracy and adequacy of human resources administration operations.
- d. Establish metrics and measure success in achieving program-specific outcomes related to customer satisfaction and human capital strategy goals.
- e. Measure how HRM policies and programs support the accomplishment of the agency's mission, vision, goals, and strategies.
- f. Use benchmarking, metrics and performance data to identify modifications that will improve the HRM Program.
- g. Obtain feedback from managers, supervisors, and employees on the adequacy of human resources services through an assortment of surveys.

6. EFFECTIVE DATE. September 15, 2004