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IN REPLY
REFER TO DSS-P

MAR 5 2003

MEMORANDUM FOR DIRECTOR, DLA SUPPORT SERVICES

SUBJECT: FY 02/03 DSS Business Plan Report

The report at Attachment 1 is submitted to provide you with a summary of DSS accomplishments connected with the FY 02/03 DSS Business Plan during the past two-year planning cycle. It also includes those significant accomplishments not captured in the business plan, but important to note. Attachment 2 is a list of 1st Quarter, FY 04 accomplishments by DSS Staff Offices. FY 04 quarterly lists of accomplishments will provide a basis for developing an end-of-year customer report addressing enhanced enterprise support services and future performance outcomes accruing with the completion of action plans in the FY 04/05 DSS Business Plan.

The plan covers the actions of most of the DSS Staff offices with the exception of DSS-DB, DS, and M. Eighty-six percent of the DSS action plans were completed during the planning cycle. Nine of the fourteen action plans that remained open past September 30, 2003 have been completed or closed. The remaining open action plans are due to be completed by June 30, 2004. They will be tracked during the quarterly review and analysis.

At the start of the FY 02/03 planning cycle, the DSS Business Plan articulated the direction and actions DSS wanted to take to achieve our vision of supporting the Agency's effort to sustain the warfighter. It represented DLA Support Services' commitment to organizational excellence. Many organizations have said people are their most important resource. But a valued employee is more than a resource to the Agency. During the past two years, DSS employees have added value to our work processes, added value to our customers' success, and have proved to be valued friends at work. The success we achieved in implementing the action plans in the business plan is the result of our people making a commitment to organizational excellence that our customers have come to expect.

LINDA C. UEHLING
Acting Staff Director
Corporate Planning

Attachments

