



**DEFENSE LOGISTICS AGENCY  
HEADQUARTERS  
8725 JOHN J. KINGMAN ROAD  
FORT BELVOIR, VIRGINIA 22060-6221**

IN REPLY  
REFER TO

**GENERAL ORDER  
NO. 12-03**

**OCT 1 2003**

**I. AUTHORITY:** Approval of Director, Defense Logistics Agency (DLA).

**II. REFERENCES:**

- A. Headquarters (HQ) DLA General Order 09-03, dated June 11, 2003.
- B. Director's Special Message--Organizational Realignment of DLA, dated June 10,
- C. HQ DLA General Order 11-02, dated November 27, 2002.
- D. HQ DLA General Order 4-02, dated July 14, 2002.
- E. HQ DLA General Order 12-01, dated August 28, 2001.
- F. HQ DLA General Order 10-01, dated August 6, 2001.
- G. HQ DLA General Order 8-00, dated September 11, 2000.
- H. HQ DLA General Order 6-00, dated May 31, 2000.

**III. Pursuant to cited authority and effective October 1, 2003, the Readiness and Customer Support Directorate (J-34) under Logistics Operations, J-3, is disestablished and reestablished as Customer Operations and Readiness, J-4, under the Director, DLA. The following J-34 Divisions are realigned under J-4:**

- A. The DLA Logistics Operations Center (DLOC) and remains a DLA Business Support Unit (BSU).
- B. Critical Infrastructure Protection Program (J-349) as J-49.
- C. The DLA Customer Support Office (DCSO) is realigned under J-4, remaining a DLA BSU and renamed the Customer Support Office (CSO).
  - 1. The organizational elements below were aligned under DCSO and are now CSOs:
    - a. Army Team (DCSO-A) as Army Team (CSO-A).
    - b. Air Force Team (DCSO-F) as Air Force Team (CSO-F).
    - c. Navy Team (DCSO-N) as Navy Team (CSO-N).
    - d. Marine Corps Team (DCSO-M) as Marine Corps Team (CSO-M).
  - 2. The Customer Support Representative Support Team (CSO-C) is established and incorporated into the CSO.
  - 3. The International Programs Division (J-347) is realigned and incorporated into the CSO as the Foreign Military Sales Team (CSO-I).
- D. DLA Europe (DLA-E) and DLA Pacific (DLA-P) are realigned from Director, DLA to J-4.
- E. The Strategic Support Office (J-48), DLA Southwest Asia (DLA-SWA), and Policy, Programs and Requirements (J-42) are established and aligned under J-4.
- F. The Customer Relationship Management (CRM) Business Processes Team (DCSO-B), CRM Transition Management Team (DCSO-T), and DCSO Integration Team (DCSO-I) are disestablished, but their missions and functions are reorganized, realigned, and incorporated into J-42.



G. CRM Plans & Programs (J-421) and the Requirements Integration (J-424) are established and aligned under J-42.

H. Customer Product Support (J-44) is established and aligned under J-4. Weapons Systems Support (J-3421) is disestablished and realigned under J-44 as Weapon Systems Initiatives (J-442). Business Support (J-3821) is realigned under J-44 and renamed Commodity Management (J-444).

I. Readiness Assessment and Weapon Systems Analysis (J-342) is realigned under J-4 and renamed Performance Assessment (J-43).

J. Logistics Operations (J-3) will retain control over other J-3 subordinate activities that were not a part of J-34.

IV. HQ DLA organizations will provide administrative services and support as appropriate.

FOR THE DIRECTOR:



RICHARD J. CONNELLY  
Director  
DLA Support Services