

New DLA Strategic Plan Presented to the DDC Staff

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On May 7, 2002, Mr. Robert Hauseman, DDC Strategic Planning Office, briefed the DDC Command Staff, Directors and Office Chiefs on the DLA Strategic Plan 2002–2007.

The purpose of the presentation was to familiarize DDC Managers with the new DLA Strategic Management System, which includes the Strategic Plan, the Balanced Scorecard and the Business Plan. The policy for the DLA Strategic Management System is described in detail in the DLA One Book, which can be viewed at <https://today.dla.mil>.

The DLA Strategic Plan identifies what must be done to support DLA's customers and partners, as well as provide guidance on what DLA must do to transform itself in order to address strategic and critical issues facing the Agency.

The DLA 2002-2007 Plan is an expansion of the previous plan and follows the framework provided in the Government Performance and Results Act of 1993. It incorporates the Balanced Scorecard elements and provides for clear quantitative objectives. There are four goals, 13 strategies, and 39 objectives. The four goals, which also represent the four perspectives in the DLA Balanced Scorecard, are:

Goal #1: Provide responsive, best value supplies and services consistently to our customers.

Goal #2: Structure internal processes to deliver customer outcomes effectively and efficiently.

Goal #3: Ensure our workforce is enabled and empowered to deliver and sustain logistics excellence.

Goal #4: Manage DLA resources for best customer value.

DLA is institutionalizing a four-level approach to planning.

The Strategic Plan is the first level, which focuses on long-term outcomes.

The DLA Balanced Scorecard is the second level, with an emphasis on identifying the strategies necessary to transform the agency in the mid-term.

The third level is the DLA Business Plan, which highlights the investments and actions necessary to execute DLA's



DDC Staff discusses the new DLA Strategic Plan.

strategies, realizing objectives and the benefits of specific actions in the near term.

The fourth level consists of operational review and analysis, with frequent examination of operational results to provide the feedback necessary to adjust plans and objectives to meet customer needs.

DDC will continue to deliver the DLA Strategic Plan message to its employees. The first installment was held on May 30, 2002, as a video teleconference scheduled with all twenty-two DDC Commanders who will then provide the briefing to their workforces. A town hall meeting was held July 9 for the DDC Headquarters employees.

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