

DDC Financial Operations Holds Town Hall to Discuss DLA Transformation

Dr. Linda Furiga, Director of Financial Operations for DLA, met with Financial Operations employees from the Defense Distribution Center (DDC) to discuss the upcoming changes as DLA's transformation continues. "We are changing the way we do business to better serve the agency," said Dr. Furiga.

Dr. Furiga began the meeting by explaining that the goal of the Financial Operations transformation is to "identify our strengths as well as the areas in which we need to improve by changing the way we communicate and work together." Dr. Furiga described the transition process as one that would create a unified financial organization providing better financial services to customers through tailored service delivery. Dr. Furiga said that this could be accomplished by increasing customer focus, improving the quality and timeliness of information, and establishing performance metrics.

The DLA transformation process began in 2002, and changes to Financial Operations are planned to go into effect in July 2004.



Dr. Furiga explains the J-8 transition strategy to DDC Financial Operations personnel.

DDC Information Operations Holds Town Hall to Discuss Transformation



Larry Wilson, DLA Information Operations Enterprise Transformation Team, explains how the new changes will affect DDC Information Operations employees.

As DLA's transformation continues, Larry Wilson, Senior Executive Service, DLA Information Operations Enterprise Transformation Team, met with all DDC Information Operations employees on November 12, 2003, to give an overview of the changes. "The concept is to provide better Information Technology (IT) services to customers through standardized processes and an enterprise approach," said Wilson.

Wilson stressed the importance of putting the customer first and rethinking the staff's role to produce a win-win situation for DLA and our customers. The objectives he outlined included providing better service to internal customers, reduced cost of operation, and improved agency-wide IT operations.

Wilson described the transformation as having three main approaches: functional, regional, and centers of excellence. As this process continues, Wilson emphasized the importance of communication in many forms such as Town Halls, the J-64 website, and online question and answer opportunities.