

Ushering in a new era of Customer Service



Last year we realigned the agency structure from a geographically focused organization to a functional and customer aligned one and created our product divisions and centers. This new structure gives us a stronger product focus and refines our strategic communication with our customer base. The reorganization is already paying benefits based on feedback we have received from our customers.



providing the best possible service to our clients and customers. Steve Bogusz and DCMAN plan to plant their flag in Moorestown during the spring of 2008.

There are very specific reasons that these locations became the sites for these two product divisions. Mitch articulates the deliberations that occurred preceding the decision to base DCMAG in the Chicago area extremely well in the lead customer focus article in this issue. To recap, the locations offered the best opportunity to ensure the best support and service possible for our customers at the least cost. We decided upon these locations because of their proximity to our customers, their proximity to their division's contract management offices and their proximity to their contractors.

As you know, the former DCMA East District headquarters in Boston became the new home of the Aeronautical Systems Division (DCMAA), and the temporary home to the Naval Systems Division (DCMAN). The former DCMA West District headquarters in Carson, Calif., became the headquarters for the Space and Missiles Division (DCMAS) and the temporary home of the newly created Ground Systems and Munitions Division (DCMAG).

We are continuing steadily along the path of focusing on our customers and organizing our agency in an enterprise fashion to become an organization that excels at experience, efficiency and effectiveness. Thanks for your continuing hard work and support.

As you can see from the cover of this issue of *Communicator*, we are officially moving DCMAG, with Mitch Howell as its first executive director, to Chicago. As I write this, we are also finalizing plans to relocate the Naval Systems Division to Moorestown, N.J. – already home to a significant manufacturing and support base for Navy ships and systems.

Congratulations Ground Systems and Munitions Division as you begin moving into your new home and help usher in this new era of customer service for DCMA!

Mitch gets the honor of planting his flag first. Many agency people in a number of divisions and centers have assisted in the relocation of his division headquarters to Chicago in a very short time. It has served as a shining example of the kinds of things the DCMA family can accomplish through teamwork and a focus on



Keith Ernst
Acting Director