



DIRECTOR'S MESSAGE

The Next Step in Our Journey

When I joined the agency, I made a commitment to maintain the rich tradition of service and to exceed the expectation of our customers. Through insights from the workforce and guidance of the Senior Leadership Team, we have developed a plan that builds on our accomplishments and provides us with a clear path into the future.

Soon after this issue of *Communicator* is distributed, the DCMA Strategic Plan will be distributed and available for your review. The Strategic Plan lays out what we are trying to achieve as an agency, establishes priorities and creates detailed courses of action to reach our desired “end state.”

This plan resulted from a deliberative and comprehensive examination of our core functions and infrastructure.

The Strategic Plan has four key focus areas:

- **The Delivery of exceptional customer service** — One of the plan’s major initiatives is a streamlined approach toward performance management. This streamlined approach maintains our focus

on the customer but moves us towards a more standard set of performance indicators. This approach will allow us to retain the best aspects of performance management in a way that is much less complex and intrusive to the mission.

- **Growing and retooling our workforce** — The key to our future success is improving and leveraging our human capital skills. The Strategic Plan specifies what we must do to improve the functional skills of our current workforce and develop a high-performing future workforce representative of the public we serve.
- **Enhancing policies and processes** — Another cornerstone of high performing organizations is they all have effective policies and processes for delivering consistently high-quality products and services. Our Strategic Plan specifies the formula we will follow to beef up our policy infrastructure and to build effective and efficient policies and processes.
- **Improving Agency efficiencies** — To effectively execute our mission with a workforce of more than 9,500 people dispersed in more than 800 locations, we must have our organizational roles, responsibilities, infrastructure and management controls clearly defined and fully aligned.

Without resources, a plan is just a dream. Since my first day, I have worked closely with senior leadership at the Pentagon securing the funding DCMA needs to perform our critical mission. This fall, we secured a significant commitment of funding that will provide for moderate growth in personnel in the coming years. This shift in our funding profile is a major success for DCMA and demonstrates that the Department of Defense recognizes and values our critical role in the acquisition system.

We can now begin turning DCMA from a “good” organization into “great” one; however, the new Strategic Plan is only the beginning of this journey. I am excited about the course we have charted for our agency and look forward to working with each of you to realize the vision of our Strategic Plan.

Thank you for your dedication and enduring commitment to the success of DCMA.

Warmly,



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