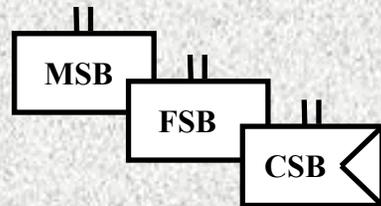
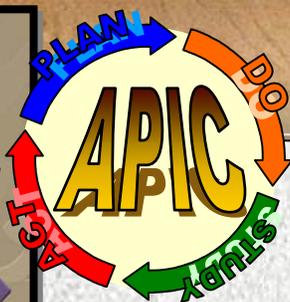
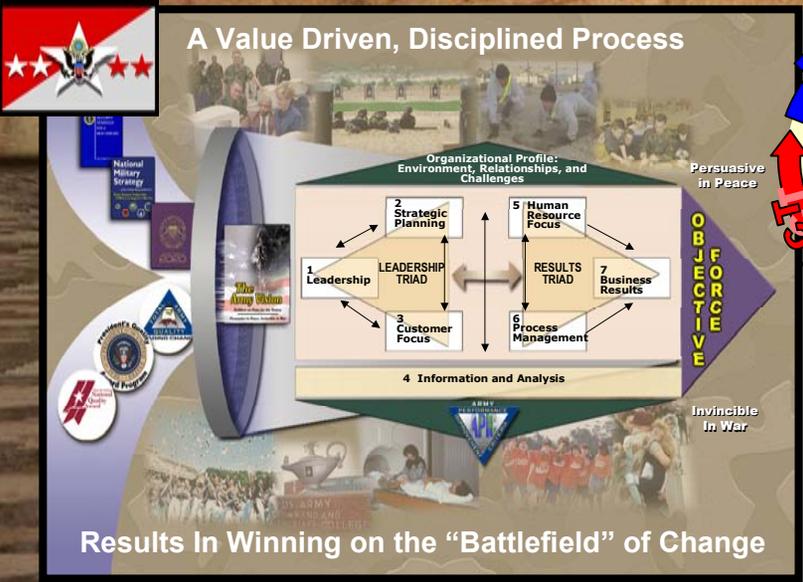


# A Value Driven, Disciplined Process



## ASK YOURSELF

1. What do you do?
2. Why do you do it?
3. Does it support the mission (METL)?
4. Who do you do it for?
5. How well do you do it?
6. Can it be accomplished more efficiently by another source?
7. Do you measure it?
8. How can you do it better?

Leaders determine metrics for quality and performance improvements (Goals)

Results In Winning on the "Battlefield" of Change

## EXAMPLE OF AN INITIAL SELF ASSESSMENT

### COMBAT SERVICE SUPPORT

CUSTOMERS	CUSTOMER REQUIREMENTS	PRODUCTS AND SERVICES	KEY PROCESSES	INFO SYSTEMS	IN-PROCESS METRICS	RESULTS METRICS	BENCHMARKS
Brigade Combat Team (BCT)	Supply Support	Class I and Water - General Supplies - Fuel - Engineer Materiel - Ammunition - Class VII - and Repair Parts	Receive, store, protect, issue and retrograde	SARSS-1; SARSS-2; ULLS; SAASMOD-ATP; EXEVALS	10% inventory/location accuracy; Customer Wait Time; Demand Analysis; environmental accidents; PM checks	Order to Ship Time; receipt processing time; denial rates; 100% inventory/location accuracy; etc	DA Goals; CASCOM Goals; DISCOM Goals & Comparisons to other like units
	Maintenance Support	Organizational Maintenance; Direct Support Maintenance (Armt, Missile, Automotive, Electronic) Recovery Operations	Repair and return to user; repair and return to SSA (RX program); Conduct PM Services; Recover equipment	SAMS-1; SAMS-2; ULLS	Shop Backlog; Delinquent Services; Pacing Item deadline rates; PLL/ASL/Shop Stock zero balances	USR Readiness Rates; Equipment Availability; Mean time between failure; Repair Cycle Time; Accident Rates	DA Goals; CASCOM Goals; DISCOM Goals & Comparisons to other like units
	Medical Support	Combat Health Support and TMC Support	Patient Hold; Patient Treatment; Patient Evacuation	TAMMIS	DNBI; Equipment readiness rates; Accident rates	USR Readiness Rates; Accident Rates; Soldier Readiness Program (SRP); CIP Results	USAMEDCOM Goals; Surgeon General Goals
BN Soldiers	Force Protection						
	Quality of Life						
	Fit						

CAN DEVELOP FOR INTERNAL CUSTOMERS

