

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Thoughts on Reducing Bureaucracy

FROM:

Director, CPAS  
Room 7F16, Hdqtrs. Bldg.

EXTENSION

NO

DD/A Registry

87-0787X

DATE

13 April 1987

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

Executive Assistant, DDA

15 APR 1987

2.

Room 7D18  
Headquarters Building

3.

4.

5.

6.

7.

8.

9.

DD/A REGISTRY  
FILE: 1 - 1

10.

11.

12.

13.

14.

15.

87-0787X

13 April 1987

MEMORANDUM FOR: Executive Assistant, DDA

FROM: [REDACTED] Director  
Current Production and Analytic Support

STAT

SUBJECT: Thoughts on Reducing Bureaucracy

REFERENCE: Memorandum to Office Directors, dated 1 April,  
Same Subject (DDA 87-0700) (Attached)

1. Rather than citing specific examples of bureaucratic stumbling within our support mechanism, I prefer to generalize the problems that have been encountered repeatedly by this Office whenever support services are requested. I will do this briefly by showing the various responses that CPAS has received when seeking such services:

- The request has been lost or misplaced. (Please resubmit.)
- The request was submitted to the wrong section or individual. (Please resubmit.)
- The request form was improperly filled out. (Please redo and resubmit.)
- The request has been stalled by a priority system that has not been fully explained to the requestor. (Wait.)
- The service provided does not match the service originally requested or was changed without the requestor's input. (Unexplained government guidelines were followed.)
- The request is in process but the service component is either unable or unwilling to give the requestor a status report, which affects the requestor's own plans and priorities. (We do not have the resources to reply to your status request.)

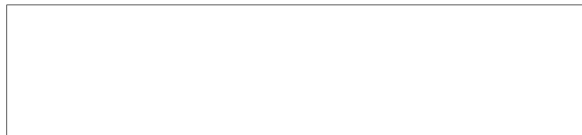
STAT

CONFIDENTIAL

2. To overcome situations such as those outlined above, I would propose for each support office in the DDA a Customer Service/Quality Control Staff that would:

- serve as a central focal point for all requests;
- provide guidance to requestors on how and where to submit requests;
- monitor the process of the request once it has been made;
- advise requestors of resources available to undertake or complete their requests;
- have the necessary authority to intervene to facilitate a request.

3. The personnel assigned to these staffs would be on a staggered, rotational tour and would come from offices other than the service organizations. To avoid burnout, tours would be limited to two years. Thus, in effect, every office would be monitored by outside personnel.



STAT

Attachment:  
As stated

SUBJECT: Thoughts on Reducing Bureaucracy

Distribution:

Original	--	Addressee
1	--	DDI
1	--	D/CPAS
1	--	DD/CPAS
1	--	Executive Officer, CPAS
1	--	Chief, PDB
1	--	Chief, OPS
1	--	Chief, CSG
1	--	Chief, CDP
1	--	OD/CPAS (Chrono)

D/CPAS:  (13 April 1987)

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*Hold  
Suspense  
COB 8 Apr*

DDA 87-0700  
1 April 1987

MEMORANDUM FOR: Agency Office/Division Directors

FROM: William F. Donnelly  
Deputy Director for Administration

SUBJECT: Request for Your Thoughts on Reducing Bureaucracy

1. I know that there is nothing more frustrating than seeing one's day-to-day work impeded by bureaucratic hold-ups. As an Office Director, I had little tolerance for layers of bureaucracy and, in my current position, I would like to do something about it whenever possible.

2. I would like you to give this topic some thought and to send me a specific example of the most troublesome bureaucratic stumbling block you face and your best suggestion for solving it. I cannot promise to handle them all, but each one will receive serious consideration if it is something the Directorate of Administration can contribute toward solving. I want our support to you to be the finest and fastest possible within resources.

3. Please involve your key managers in this effort. Send your thoughts to:  EXA/DDA, 7D18 Headquarters.

STAT  
STAT

William F. Donnelly

cc: DDI  
DDO  
DDS&T

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