

~~ADMINISTRATIVE - INTERNAL USE ONLY~~

MEMORANDUM FOR: Chief, New Building Project Office, OL
Chief, Budget and Fiscal Branch, OL
Chief, Personnel and Training Staff, OL
Chief, Procurement Management Staff, OL
Chief, Security Staff, OL
Chief, Headquarters Operation, Maintenance,
and Engineering Division, OL
Chief, Printing and Photography Division, OL
Chief, Procurement Division, OL
Chief, Real Estate and Construction Division, OL
Chief, Supply Division, OL

VIA: Executive Officer, Office of Logistics

FROM: [Redacted] Chief
Information and Management Support Staff, OL

SUBJECT: Reassignment of Directorate-Level Objectives

1. The directorate-level objective to "Identify a Specific Orientation, Training Campaign that will Enhance the Service-Oriented Image of the Office of Logistics" has been reassigned from Headquarters Operation, Maintenance, and Engineering Division (HOME) to Information and Management Support Staff (IMSS) and re-stated to "Conduct a Study of OL's Service Environment and Develop an Orientation Program to Enhance OL's Service Image". A milestone chart is attached for your information and future reference.

2. The objective and associated activities are very broad, encompassing all OL functions, and will require the expenditure of much effort by IMSS and the cooperation of all OL managers and employees. We are excited about undertaking this task and elated about the potential benefits it offers to us as an office and as individuals: increased self-esteem, motivation, positive perception by customers and associates, and an overall enhanced image.

3. As stated above, we will need your assistance to accomplish this objective, specifically in activities 2, 3 and 4 of the milestone chart. [Redacted] and/or [Redacted] will be contacting you, your managers and employees in the upcoming weeks as they pursue the planned activities. Their intent is to limit major efforts on your part but to solicit your ideas and

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frank opinions and to become familiar with the services you provide and how you provide it. If you have any comments or questions that you would like to have addressed prior to discussion with you, please call them on

[Redacted]

[Redacted]

[Redacted]

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Attachment:
Milestone Chart

Distribution:
Orig - Addressees w/att
1 - IMSS/official w/att ✓
1 - IMSS/chrono
1 - OL Reader w/o att
OL/IMSS/ATZ/EBC:11 [Redacted] 22Apr85)

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