SECRET   - C/DI/MPS/SSC

ADMINISTRATIVE - INTERNAL USE ONLY

1.a – Supplies
 b – equipment/procurement
 c – parking
 d – printing and photography
 e – courier and mail
 f – "contracts"
 g – space/maintenance
 h – space/improvements

2.a – good
 b – good (Feedback is critical)
 c – fair
 d – excellent
 e – good
 f – good (ACRB a problem at times)
 g – improving
 h – needs improvement

3.a – Suggest you query Agency components periodically re what kind of
    supplies they feel should be stocked in Agency supply rooms. While
    LOG obviously cant acquiese in all suggestions/ideas – more customer
    input is called for. PR effect would help OL.

 b – The status of equipment requisitions is a never ending concern/question.
    Regretably LIMS which was to help in this respect seems to be fading
    into the distant future. The issue is one of timely and current info.
    To maximum extent OL/SMB and Expediters must take up slack.

 c – The issue with parking most time revolves around perceptions of
    inequality of permit issuance. OL's perspective that medical and
    car pool permits are its proper domain and all others are the proper
    domain of the Directorate avoids, doesn't resolve the issue. I'd
    naively suggest that OL take a greater role in the allocation
    of all permits. Of equal import, a parking permit hotline
    for violations and improper parking as well as info seems long over
    due. This is another area where, because of the involvement of
    two feifdom's (OL and OS) non action is the norm. Either OL should
    take over the control of on campus parking in all its ramifications
    or at a minimum insist on a standing interface with OS on this
    one!!

 d – Consistently superior and timely work!!!!

 e – No suggestions.

 f – On occasion the year end crunch between processing contracts and the

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"cut off" dates highligth the difficulties with "managing" the great
volumn of contractural activity. These problems are most evident in
ADP type contracts and seem in part at least to be a result of the
number of "hands" - OL, OIT, OS - involved in the process. Some effort
at consolidating much of these functionally similar reviews either in
OL or in the decentralized contracting units would go far toward
eliminating bottlenecks.

g - Improvements since ALLIED's arrival are apparent. There are fears
& however that the volumn of service requests/demands which are obviously
h rising - will cause a slow down or total collapse. There is an incredi-
bent up need and backlog which potentially could swamp the process.
while ALLIED and LOG both are gearing up - the current surge may
well outstip resources. OL should revisit whether they should
staff theirs and ALLIED's effort to meet the surge - rather than
what appears to be the current case - staff for anticipated norm
and only prepare for contingency.

The area of space renovation/maintenace is one where much needs
to be done. The multitude of Offices involved, OS, OIT, OC, OL
etc, the lack of effective communication "devises" between these
elements and between them and the customers cause constant problems.
Again the suggestion is that the various elements, if not colocated,
at least have a continuing forum at the "working" level through
which the"total picture" can be see and controled.

4 Suggest OL not take on "New services" until current act is improved.

5 The "people to people" aspect of Log services to Agency customers is
to a large extent a reflection of the communication problems refered
to above. Where there is good communication devises and forums -
courtesy and professionalism abounds - where there isn't - there isn't!

6 The customer understands little of the processes which go into their
obtaining OL services. They unquestionably understand the service.
The issue is to get from one to the other and the problem is that
OL is doing a good job of educating the wrong people. The customer
is not the component Logistician or Administrative Officer/Assistant
- the customer is the analyst or what have you looking for the service.
this is where understanding - ie education is needed.

7 Perceptions of OL are generally compartmentalized into what kind
of service is involved. Space maintenance currently does not instill

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rushes of joy and pleasure with OL – nor does parking. P&PD does
consistently – mail and courier most times,   procurement (contracts and
POs) except at crunch time and where timely status data is not forth-
coming. Thus these perceptions/misperceptions must be dealt with
differently and selectively.

8 Yes

9 OL must obsolutely tie itself into the Agency's data/commo system.
While I applaud forinstance, HOME's WANG system – I daily lament the
fact that the HOME project officers – each and everyone– are not
sitting with Delta Data at hand to answer queries, track OC and OIT
status – and readily communicate with the logistician in the front
line. OL has got to get its commo act together – ASAP!!!!!

10 All agency courses – dealing with the DA and or the working environment
should have an OL portion. Next to the employee and his/her salary – the
working environment is at the top of the "interest list"!!!!

11 More and better PR by the "right" people to the "right" people.

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