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## EXTERNAL VIEWS AND PERCEPTIONS

25X1 The following is a series of comments developed with [redacted]  
25X1 [redacted] Soviet Europe Division,  
25X1 [redacted], in a meeting held on July 22, 1985 regarding the  
Study of OL's Service Environment and ways to enhance OL's  
25X1 Image. [redacted] Logistics Officer, SE Division also  
participated in the discussion.

### Prefacing Remarks

- 25X1 ° The best perceptions of OL are projected through Logistics  
25X1 representatives [redacted]  
who go out of their way to provide service to the Division.

- ° SE Division essentially supports itself through the decentralized Logistics team.

### Procurement

- ° SE Division accomplishes much local procurement with the \$1000 procurement authority with faster turn-around time and response.

If it gets into Central Procurement, it takes forever to do it.

This self help program, items up to \$1000, eliminates writing requisitions and a large number of items from going through SMB & SPB, Supply Division.

### Perceptions

- ° Despite how well or less well the Logistics support system works in Logistics Central, the Division perceives Logistics support is fine (due to the excellent decentralized Logistics team effort).

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- The local Logistics Officer makes continuing weekly visits through the Branches to meet and discuss needs with component chiefs and to resolve problems now in order to prevent them from occurring later. (i.e. being preactive rather than reactive.)

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- SE Occupancy

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SE people were moved

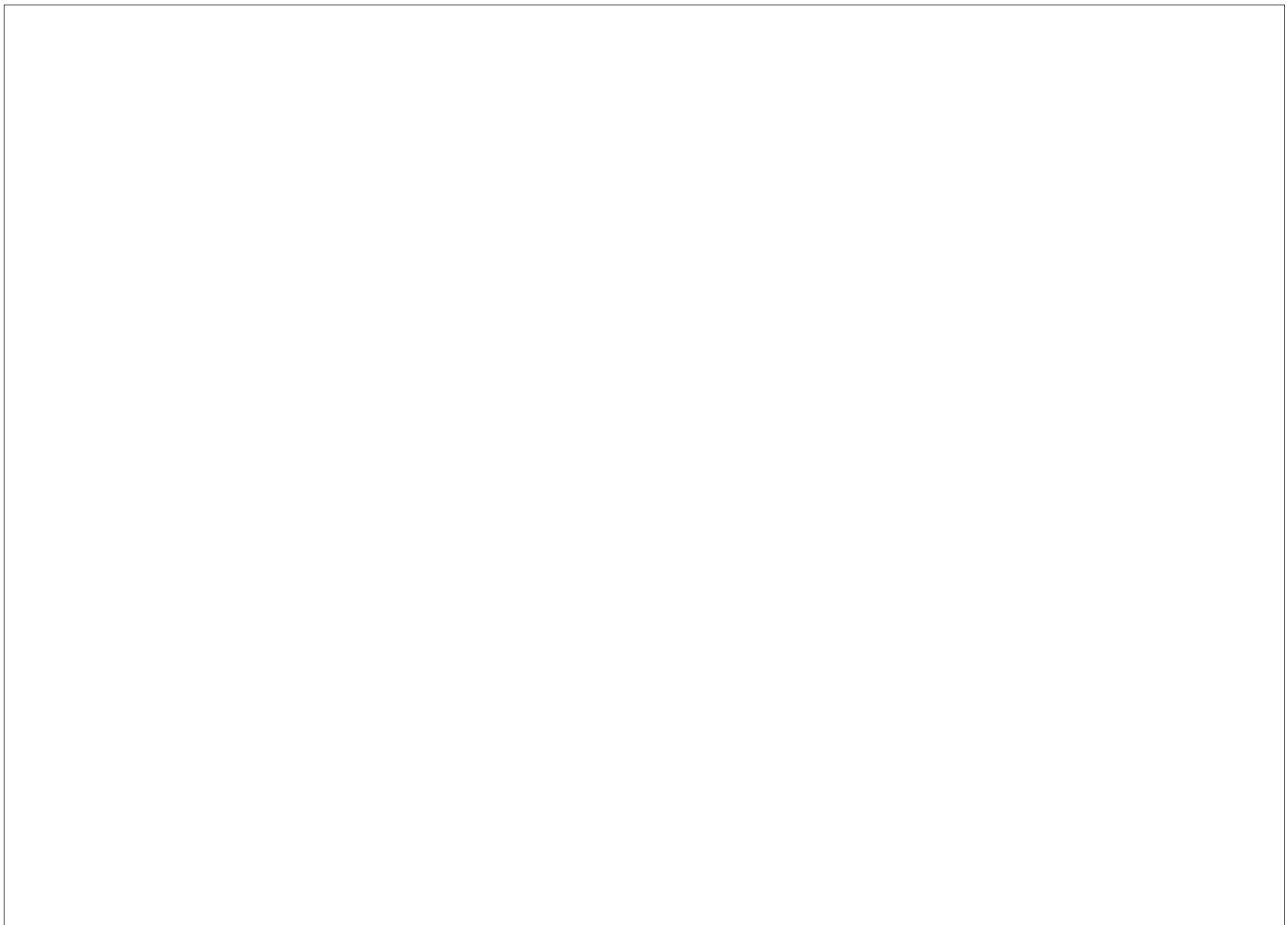
They observed poor safety due to absence of fire extinguishers.

They look badly upon OL for this problem.

They don't know the difference between OL responsibilities and those of other support office's.

Accordingly people blame OL for other support office short comings.

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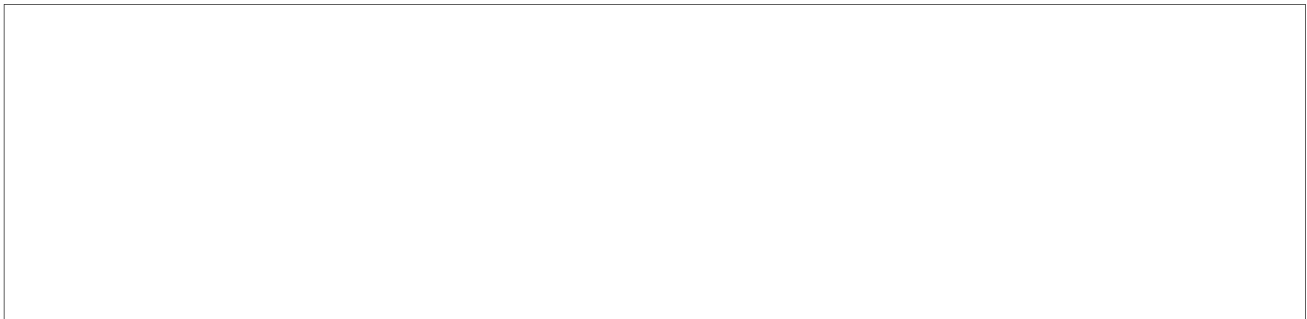
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- Office Cleaning - Image effecting problem.

Area Branch complained no one cleaning their office. Cleaning person reported she was not allowed into their offices due to presence of sensitive information. SE Logistics re-arranged schedule between Allied and client to make it work. Client felt OL should have included night time cleaning in contract with Allied. Although incident caused bad image toward OL, Branch Chief now happy regarding new scheduling.

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#### Positive Image



#### General Comments

- We seem to expect high standards of performance and products from contractors but tend to perform in-house as government as-usual.

The above statement was made in general, but with greater emphasis on design-coordination - and related response and sense of urgency.

- Space Management.

OL has been woefully short in space management. He has to fight for resources to make utilization of his space more efficient. Accordingly when OL is asked to restudy space, it takes OL almost one year to arrive and start design work. The repetitive OL response is "We don't have enough architects aboard - they will be coming soon". DICON contractor is now providing service now and doing okay. Space management needs more resources, especially with growing automation requirements. Space is perceived to be a long term problem.

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◦ Procurement

OL should look into its procurement practices.  
Why should it take 120 days to acquire furniture?  
Why should it take 4 months to deliver a Personal  
Computer?

◦ Procurement Support Problem.



Established working group - working for 6 months.  
OL contracting Officer seemed like a rookie and SE felt  
he did not know enough to do the job properly.  
At a recent working group meeting, a new contracting  
officer type woman, hired from another agency, was  
assigned by OL.  
She is naturally more knowledgeable - experienced - and  
instinctively aware of both the questions, facts, and  
process.  
She is happy with her quality of professional support.

◦ HOME

Sometimes we get bogged down in our own bureaucracy.  
You don't have the answers, but always have excuses or  
pass the buck.  
There is no voluntary feedback to assure customer  
certainty that his job is on track, being started, or  
even being handled at all.  
The customer never has peace of mind he is being actually  
served. Customer must call, beat on, and take the lead  
to ensure he will get service.

Communications Media.

- Utilize the local Logistics Component Officer to  
communicate OL to his environment.
- Utilize the HOME/OL green Headquarters Information  
Bulletin. It is very effective and should be used on a  
larger scale.
- Have the decentralized Chief Logistics Officer give a  
programmatic and functional briefing of OL to the Area  
Division weekly staff meeting.

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### Logistics Personnel

- Assignment of OL Personnel

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Before a job is filled, coordinate with [redacted] and ask them what kind of person they want. Could result in a better match of person to job through a better understanding of their requirements. Avoid assigning someone with no interpersonal skills in a job which requires it.

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Send good people out to components.  
Keep losers [redacted] back home.  
Do not rotate someone every six months in a second Logistics position - can't use second position as an OL training position.  
However, SE is willing to train someone as long as they can keep them for a full standard assignment period.

### General Comment.

- In the totality of things, OL is doing fine.
- Fine tuning is all that is necessary.

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