INFORMATION PAPER

L920/Future Ops
4 August 2004

SUBJECT: Strategic Planning Customer Service/Support Teams

FACTS:

1. Balanced Scorecard Goal/Objective. "Establish Communication Links" – by opening dialog with the LOGCOM's customers, the Operating Forces.

2. Project Description. The intent of this initiative is to begin interviewing LOGCOM's customers, specifically the MEF's, to determine how to support them better. Of particular interest are the concerns from those units returning from OIF. The strategies associated with improving our customer support will be captured in future revisions of the LOGCOM Strategic Plan.

3. Why Required. To improve our support to the warfighter and to address specific issues they may identify, specifically in theater concerns.

4. Resources. (Is the initiative already POM'd for? How much per year? If not in the POM has a budget been developed? How much per fiscal year? Has an IPT already been established? Is there an estimate of the number of man-hours required? If so, how many per fiscal year?)

5. Plan of Action and Milestones. (What are the start and end dates. What are the interim high level actions and milestones?)

6. Owning Organization/ Partners. (Under which organization's cognizance does this strategic initiative fall? What other organizations are involved in this strategic initiative? How so?)

7. Point of Contact. Mr. Dale Rieck, Director, Future Operations Division, PP&O, 639-5507, rieckdc@logcom.usmc.mil.