

AD-A212 871

FILE COPY

2

FORMATION PAGE

Form Approved
OMB No. 0704-0188

to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, writing the collection of information. Send comments regarding this burden estimate or any other aspect of this form, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Avenue, Washington, DC 20503.

DATE July 1989		3. REPORT TYPE AND DATES COVERED	
4. TITLE AND SUBTITLE DLA-N Total Quality Management		5. FUNDING NUMBERS	
6. AUTHOR(S)			
7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Defense Logistics Agency Defense National Stockpile Center Alexandria, VA		8. PERFORMING ORGANIZATION REPORT NUMBER	
9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES)		10. SPONSORING/MONITORING AGENCY REPORT NUMBER	
11. SUPPLEMENTARY NOTES			
12a. DISTRIBUTION/AVAILABILITY STATEMENT Approved for Public Release; Distribution is Unlimited.		12b. DISTRIBUTION CODE	
13. ABSTRACT (Maximum 200 words) This document is an outline of the Defense National Stockpile Center's plan to implement TQM. It identifies an implementing approach consisting of five parts: Develop TQM orientation and training, form TQM working groups, identify processes to study, implement solutions, recycle.			
14. SUBJECT TERMS TQM (Total Quality Management), Continuous Process Improvement, Defense National Stockpile		15. NUMBER OF PAGES	
		16. PRICE CODE	
17. SECURITY CLASSIFICATION OF REPORT UNCLASSIFIED	18. SECURITY CLASSIFICATION OF THIS PAGE UNCLASSIFIED	19. SECURITY CLASSIFICATION OF ABSTRACT UNCLASSIFIED	20. LIMITATION OF ABSTRACT UL

DTIC
ELECTE
SEP 29 1989
E D

DLA - N TOTAL QUALITY MANAGEMENT

IMPLEMENTATION PLAN

I. DEVELOP TQM ORIENTATION AND TRAINING PLANS

A. MANAGEMENT

1. Washington, DC
2. Zone Offices
3. Depots

B. STAFF

1. Washington, DC
2. Zone Offices
3. Depots

Approved For	
By ☒ [Signature]	
Distribution /	
Availability Codes	
Dist	Special
A-1	

II. FORM TQM WORKING GROUP(S)

- A. Directorates, Zones, Depots - Form (elect) Staff Representatives
- B. Develop Operating Group Responsibilities
- C. Identify Lines of Communication
 1. Correspondence
 2. Periodic Reporting of Progress
 3. Accountability



III. IDENTIFY PROCESSES TO STUDY

- A. Report Findings To Management
- B. Upon Approval, Develop Study Guidelines/Plans
- C. Prioritize Processes To Study
- D. Initiate Study
- E. Report Findings To Management

IV. IMPLEMENT SOLUTIONS

- A. Identify Pitfalls of Processes Studied, areas of improvement
- B. Determine Causitive Factors
- C. Implement Solutions

V. RECYCLE PROCESSES III and IV

89 9 29 017

DEFENSE NATIONAL STOCKPILE CENTER

