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This document is a brief outline of the DLA-Z TQM implementing plan. It consists of three phases: Restructure organization, conduct process analyses, and establish guidelines for conducting continuous process analyses.

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DLA-Zs TQM IMPLEMENTATION PLAN (3 PHASES)

PHASE 1

- RESTRUCTURE ORGANIZATION
 - FOCUS ON INFORMATION RESOURCES MANAGEMENT
 - REALIGN COGNIZANT MISSIONS AND FUNCTIONS
 - ESTABLISH AN ORGANIZATION THAT IMPROVES CUSTOMER SUPPORT
 - DEFINE DIVISION LEVEL STRUCTURE

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PHASE 2

- CONDUCT PROCESS ANALYSES
 - TRAIN THE PROCESS ANALYSIS TEAM (PAT)
 - CONDUCT PROTOTYPE ANALYSIS
 - ESTABLISH PROCESS ANALYSIS METHODOLOGY
 - DEVELOP SCHEDULE TO CONDUCT REMAINING PROCESS ANALYSES
 - CONDUCT THE ANALYSES

PHASE 3

- ESTABLISH GUIDELINES FOR CONDUCTING CONTINUOUS PROCESS ANALYSES
 - DEVELOP SYSTEM TO INCORPORATE BASELINE INFORMATION
 - PROGRAM SYSTEM TO SCHEDULE PROCESS REVIEWS
 - ESTABLISH AN ON LINE CUSTOMER COMPLAINTS SYSTEM TO FLAG PROCESS PROBLEM AREAS AND TO PROVIDE A SOURCE OF LESSONS LEARNED

MILESTONES

<u>TASK</u>	<u>ECD</u>
PHASE 1	1 OCT 89
PHASE 2	28 DEC 90
PHASE 3	27 DEC 91