



DEFENSE BUSINESS BOARD

## **Report to the Secretary of Defense**

# **Review and Implementation Status of Prior Defense Business Board Recommendations**

### Report FY07-2

- **Recommendations regarding the implementation of past Defense Business Board reports.**

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**December 2006 and April 2007**



## Review and Implementation Status of Prior Defense Business Board Recommendations

### TASK

In support of the Department's ongoing transformation efforts, and at the request of the Deputy Secretary of Defense, the Defense Business Board (DBB) formed this Task Group to review prior DBB recommendations and recommend actionable steps to bring the most relevant and critical recommendations to fruition (Appendix A).

The Task Group was asked to:

1. Obtain stakeholder feedback on prior DBB recommendations and status of implementation
2. Recommend which prior DBB topics merit another look by the DBB
3. Recommend actionable steps to bring the most relevant and critical prior DBB recommendations to fruition

The objective of this work was to determine the need, relevancy, and merit of follow-on recommendations and/or actions in support of Defense enterprise transformation. The DBB made the following key recommendations:

### KEY RECOMMENDATIONS

#### General Management

- Ensure continued progress of ongoing management initiatives by planning now for 2008 transition.
- Encourage innovation by introducing risk-taking into performance appraisals.
- Translate Quadrennial Defense Review (QDR) goals into clear, measurable enterprise goals to align cross-organizational initiatives.

## **Defense Business Board**

### Financial Management

- Reconsider creation of Audit Advisory Committee and develop a resource sharing plan among DoD Inspector General, Service audit agencies and OSD Comptroller.
- Share metrics and consolidate metrics development efforts where possible to inform and align organizations across the Department.

### Human Resource Management

- Support unified models for shared services, and be prepared to adjust forward approaches for a Unified Medical Command.
- Proactively manage the retirement bubble by creating incentives and rewards to retire and retain SES members as needed.
- Use enterprise goals (see above) to develop an aligned Organizational Performance framework.
- Implement Leadership Orientation Course in preparation for new Administration.
- Focus March 2007 Diversity Summit on how to imbed the business case for diversity as part of DoD readiness, and elevate decisions regarding strategic planning and policy for enterprise-wide diversity planning to the Deputy's Working Advisory Group.

### Supply Chain Management

- Press forward to outsource military mail as soon as possible.
- Use enterprise goals (see above) to drive alignment of initiatives.
- Define not only responsibilities but also authorities for all players to eliminate duplication and improve hand-offs and efficiency.
- Allocate responsibility and authority to set direction, design and oversee progress – below Deputy Secretary level.

## Defense Business Board

### PROCESS

The Board reported their recommendations on General, Financial, and Human Resource Management in December, 2006 and on Supply Chain Management in April, 2007. The final recommendations from each Task Group are outlined in Appendix B (General Management), Appendix C (Financial Management), Appendix D (Human Resource Management), and Appendix E (Supply Chain Management).

Task Group involvement was as follows:

#### *General Management*

Task Group Chairman: Robert Hale

Task Group Members: Neil Albert, Henry Dreifus, James Kimsey, Atul Vashistha, Dov Zakheim

Task Group Sponsor: Gordon England, Deputy Secretary of Defense

Task Group DoD Liaison: Michael Donley, Director of Administration and Management (DA&M)

Task Group Executive Secretary: Kelly Van Niman, DBB Director

#### *Financial Management*

Task Group Chairman: William Phillips

Task Group Members: Neil Albert, Denis Bovin, Herman Cain, Robert Hale

Task Group Sponsor: Gordon England, Deputy Secretary of Defense

Task Group DoD Liaison: Michael Donley, DA&M

Task Group Executive Secretary: Kelly Van Niman, DBB Director

#### *Human Resource Management*

Task Group Chairman: Fred Cook

Task Group Members: Henry Dreifus, James Haveman, Madelyn Jennings, Jerry Lindauer, John Madigan, Mort Zuckerman

Task Group Sponsor: Gordon England, Deputy Secretary of Defense

Task Group DoD Liaison: Michael Donley, DA&M

Task Group Executive Secretary: Kelly Van Niman, DBB Director

#### *Supply Chain Management*

Task Group Chairman: Bill Phillips

Task Group Members: Barbara Barrett

Task Group Sponsor: Gordon England, Deputy Secretary of Defense

Task Group DoD Liaison: Michael Donley, DA&M

Task Group Executive Secretary: Kelly Van Niman, DBB Director

## Defense Business Board

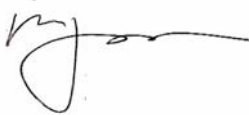
Each Task Group conducted meetings with key senior leaders and stakeholders for their respective areas of study. These discussions and meetings sought to identify a general sense of progress in the respective area of transformation, as well as, any follow-on actions that might be required by the DBB. Findings and recommendations from each Task Group were presented to the full Board on December 6, 2006 and on April 26, 2007.

During these public sessions, the Board stressed the need for the Department's senior leadership to plan for the upcoming transition, and recommended that DoD keep in mind the key role that a Chief Management Officer could play. The Board applauded the Department's progress on metrics and stressed the importance of developing metrics that support future decision-making requirements. Progress in Supply Chain integration also was noted, however the Board recommended further clarification and allocation of responsibilities and authorities in the supply chain and distribution processes. The Board also emphasized the need to translate the QDR goals into clear, measurable enterprise goals that could be cascaded throughout the Department and serve to align cross-organizational initiatives.

Emphasizing the need to focus on "people" transformation, the Board also reviewed the status of past recommendations covering everything from performance management to culture – the foundation of people's beliefs and behavior. The Board emphasized three key points: the need to expand general communications efforts (and specifically with respect to the audit strategy, best practices, and metrics); the need to embed the business case for diversity as part of DoD readiness planning; and the need to recognize culture as an important tool to support the Department's transformation efforts.

In-depth meeting notes from the Board's deliberations can be found in Appendix F (December 2006) and Appendix G (April 2007).

Respectfully submitted,



Michael J. Bayer  
Chairman, Defense Business Board

## **Defense Business Board**

### Attachments:

Appendix A: Terms of Reference memo

Appendix B: Task Group on General Management  
(Final Recommendations)

Appendix C: Task Group on Financial Management  
(Final Recommendations)

Appendix D: Task Group on Human Resource Management  
(Final Recommendations)

Appendix E: Task Group on Supply Chain Management  
(Final Recommendations)

Appendix F: December 6, 2006 Defense Business Board Meeting Minutes

Appendix G: April 26, 2007 Defense Business Board Meeting Minutes

**APPENDIX A**  
**(Terms of Reference)**





DEPUTY SECRETARY OF DEFENSE

1010 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1010

SEP 25 2006



MEMORANDUM FOR CHAIRMAN, DEFENSE BUSINESS BOARD (DBB)

SUBJECT: Terms of Reference – DBB Task Group on the Review and Implementation Status of Prior DBB Recommendations

Request you form a series of Task Groups to review prior Defense Business Board (DBB) recommendations and recommend actionable steps to bring the most relevant and critical recommendations to fruition. As outlined in the Quadrennial Defense Review (QDR), the Department has embarked on an historic transformation journey to fundamentally change the way it does business. Since its inception, the DBB has provided many recommendations on ways to incorporate best business practices into the Defense Enterprise. With nearly thirty Task Group reports completed, a review of prior DBB recommendations is requested to determine the need, relevancy, and merit of follow-on recommendations and/or actions in support of Defense Enterprise transformation.

The Task Group should deliver feedback and actionable recommendations with regard to the following:

1. Obtain stakeholder feedback on prior DBB recommendations and status of implementation
2. Recommend which prior DBB topics merit another look by the DBB
3. Recommend actionable steps to bring what you deem the most relevant and critical, prior DBB recommendations to fruition

Mr. Gordon England, the Deputy Secretary of Defense will sponsor the Task Groups. Mr. Michael Donley, Director of Administration and Management, will be the DoD Liaison. Subject matter leads will be Robert Hale (General Management), William Phillips (Financial Management), Gus Pagonis (Supply Chain Management) and Frederic Cook (Human Resource Management). Kelly Van Niman, Executive Director of the DBB, will be the Task Group Executive Secretary. The Task Group will present a final report no later than December 6, 2006.

The Task Group will be operated in accordance with the provisions of P.L. 92-463, the "Federal Advisory Committee Act," and DoD Directive 5105.4, "the DoD Federal Advisory Committee Management Program." It is not anticipated that this Task Group will need to go into any "particular matters" within the meaning of Section 208 of Title 18, U.S. Code, nor will it cause any member to be placed in the position of acting as a procurement official.

# **APPENDIX B**

**(Final Recommendations from Task Group on  
General Management)**



DEFENSE BUSINESS BOARD

# **Task Group on General Management**

December 2006



## **DBB Task Group**

Robert Hale (Chairman)

Neil Albert

Henry Dreifus

James Kimsey

Atul Vashistha

Dov Zakheim

Kelly Van Niman (DBB staff)

Lynne Schneider (former DBB staff)

## **DoD Liaison**

Michael Donley, Director of Administration and Management



## PERSONS INTERVIEWED

- Mr. Mike Donley (October 20)
  - Director, Administration and Management
- Mr. Tom Modly (October 23)
  - Business Transformation Agency (BTA)
- Mr. Thomas Kelly and Mr. Mike Kirby (October 24)
  - Department of Army Deputy Under Secretaries
- Mr. Mike Dominguez (November 2)
  - Deputy Under Secretary, Personnel/Readiness
- Mr. Ken Krieg (November 21)
  - Under Secretary (AT&L)



# TOPICS

- Chief Management Officer
- Management Agenda
- Metrics
- Innovation and Cultural Change
- Governance



# CHIEF MANAGEMENT OFFICER (CMO)

- Observations
  - Board recommended a strong CMO
  - We understand CMO option being reviewed
    - DoD reviewing report by Institute for Defense Analyses
- Recommendations
  - None, pending review and DoD decisions
    - Keep in mind the transition role for CMO



# MANAGEMENT AGENDA

- Observations
  - DoD has aggressively pursued many items identified in DBB study (Feb 2005)
    - Human resources
      - National Security Personnel System
      - Senior Executive Service Performance System
    - Management Information/Financial Management
      - Business Transformation Agency (BTA)
      - Enterprise Architecture and Enterprise Transition Plan
      - Financial Improvement and Audit Readiness Plan
    - Management of health care
    - Supply chain/acquisition
      - Defense Acquisition Performance Assessment Project
    - Base Realignment and Closure (BRAC)





## MANAGEMENT AGENDA (CONTINUED)

- Observations: *Transition is Key*
  - Management initiatives in DoD go back at least 30 years
    - Many made progress during champion's tenure but failed to survive transition to new Administration
  - Many key initiatives must survive 2008 transition to succeed
    - e.g. National Security Personnel System, Business Transformation Agency, improved financial information and audit
- Recommendations: *Plan for transition*
  - Consider approach to planning for 2008 transition
    - Current SecDef transition may provide a “dry run”



# METRICS

- Observations
  - Deputy Secretary believes the Department is a federated enterprise that does not lend itself to a good rollup of measures
  - Executive dashboards are being developed by various organizations
    - BTA has developed a prototype for the Comptroller that could be modified on the front end for use by all DoD Components
  - Performance management is moving in the right direction although not yet fully rooted
- Recommendations
  - Seek ways to share metrics so that accomplishments and best practices become widely known



# INNOVATION & CULTURAL CHANGE

- Observations: *Defense is Risk Averse*
  - Deputy Secretary initiated a continuous process improvement program to improve the effectiveness of support to the warfighter (11 May 2006)
  - Deputy Secretary has stated that DoD is not a business
  - Defense has and is evolving into a “learning culture” – the innovations, interventions and concepts such as BTA, Lean-Six-Sigma, and others (including the DBB) that continue to be introduced are transforming the enterprise culture
  - Effectively harnessing “culture” as a change tool will be instrumental in stewarding sustainable “change”



# INNOVATION & CULTURAL CHANGE (CONTINUED)

- Recommendations: *Use Culture as a Change Tool*
  - Encourage prudent risk taking as a part of innovation and culture change strategy
    - Introduce into performance appraisals – you get what you inspect
  - Continue to raise the awareness and appreciation of the effects and power of “enterprise culture”
    - Use the logon screens to the defense knowledge portals, etc. to communicate and reinforce these messages-of-the-day
  - Teach culture to management – and bring an enterprise appreciation to the civilian workforce *pari passu* with the uniform services



# GOVERNANCE

- Observations
  - Deputy Secretary and others working to create performance-based environment that focuses on measured outcomes
    - Using a federated approach to program management, but tie outcomes to outside reporting requirements, e.g., PMA and Government Performance Results Act
  - Three management tasks at the “governance” level: employing, managing and developing the force
    - DoD experimenting with joint governance for force development through four experiments in joint capabilities portfolio management
  - Structures to govern business processes currently are in place
    - e.g. Deputy’s Advisory Working Group (DAWG) and Defense Business Systems Modernization Committee (DBSMC)
- Recommendations
  - Need to translate QDR goals into clear, measurable enterprise goals to cascade throughout the Department



# TOPICS

- ✓ Chief Management Officer
- ✓ Management Agenda
- ✓ Metrics
- ✓ Innovation and Cultural Change
- ✓ Governance

# **APPENDIX C**

**(Final Recommendations from Task Group on  
Financial Management)**



DEFENSE BUSINESS BOARD

# **Task Group on Financial Management**

December 2006





## **Task Group Members**

William Phillips (Chairman)

Neil Albert

Denis Bovin

Herman Cain

Robert Hale

## **DoD Liaison**

Michael Donley, Director of Administration and Management



# TOPICS

- Audit
- Fuel Hedging
- Working Capital Fund
- Metrics



# AUDIT

- Observations
  - Financial Improvement and Audit Readiness (FIAR) plan in place, signed by Secretary England (9/06)
  - Comptroller team concerned with maintaining progress once clean opinion achieved
  - Comptroller team considering the value/role an audit committee could play in the process
  - Concerns raised about approach to contracting for audit services (DoD IG responsibility)
  
- Recommendations
  - Need for resource sharing plan between DoDIG/Service Audit Agencies/Comptroller
  - DBB recommendations on Audit Advisory Committee roles still valid and should be re-considered
  - Continue communications efforts to emphasize audit importance
  - Emphasize the need to focus on internal controls



# FUEL HEDGING

- Observations
  - Department has decided not to pursue an Indefinite Appropriation in FY08
  - Air Force studying a pilot program with 20% of fuel requirement
  - The Secretary has directed a working group and executive steering group on fuel supply and pricing alternatives
    - Under the leadership of AT&L with wide Departmental participation
  
- Recommendations
  - None at this time



# WORKING CAPITAL FUND

- Observations
  - Services didn't support DBB's key recommendation to appoint a single Fund Manager
  - Improved training programs, including eLearning, underway
  - Capabilities-Based Budgeting allowed beyond IT investments
  - Current OPTEMPO putting strains on Working Capital Fund organizations
  
- Recommendations
  - None at this time



# METRICS

- Observations
  - Good progress with financial metrics
  - Comptroller produces monthly Financial Indicators Report
  - Components are independently working on dashboards
  - General desire to include operational data for a true balanced scorecard
  
- Recommendations
  - Consolidate the metric development efforts where possible
  - Share metrics more broadly
  - Review previous DBB balanced scorecard and metric recommendations

# **APPENDIX D**

**(Final Recommendations from Task Group on  
Human Resource Management)**



DEFENSE BUSINESS BOARD

# **Task Group on Human Resource Management**

December 2006





## **DBB Task Group**

Fred Cook (Chairman)

Henry Dreifus

James Haveman

Madelyn Jennings

Jerry Lindauer

John Madigan

Mort Zuckerman

## **DoD Liaison**

Michael Donley, Director of Administration and Management



# TOPICS

- Healthcare (Military Retirees and Unified Medical Command)
- Senior Executive Service (SES) Corps
- Performance-Based Management
- Leadership Orientation Course
- SES and Flag Officer Diversity
- Outplacement Assistance (Base Realignment and Closure)
- Recruitment (MBAs for Defense Business Fellows Program)
- Military Postal Service



# HEALTHCARE

- Observations: Defense is actively working an improving healthcare model
  - Services are implementing wellness initiatives for military personnel and TRICARE is advancing new disease management programs for retirees and dependents
  - Armed Forces Health Longitudinal Technology Application (AHLTA) is not governed by the Business Transformation Agency; although enterprise system
  - TRICARE benefit cost share parity is a top challenge for Defense leadership



## HEALTHCARE (CONTINUED)

- Observations
  - Health Affairs is establishing a new governance framework for the Military Health System; Joint Staff preparing its approach via the Joint Staff Action Plan (JSAP)
    - Health Affairs stepwise approach creates commands for local healthcare, medical R&D and education and training. New command model will start with the National Capital Area and San Antonio and extend to all others over 3 years
    - Establishes a new Joint Military Health Directorate for shared medical services entity and re-aligns TRICARE Management Activity (TMA) to focus on Health Plan Management



## HEALTHCARE (CONTINUED)

- Observations
  - 2007 National Defense Authorization Act directs two specific study efforts:
    - Government Accountability Office (GAO) to review recent studies on a Unified Medical Command and present a report to the House and Senate Armed Services Committees by 3/31/07
    - DBB specifically requested to participate in the Task Force for the Future of Military Healthcare; interim report to House and Senate committees by 5/31/07



# HEALTHCARE

- Recommendations
  - DoD should consider its leading role and impact on national healthcare transformation when making its own Defense healthcare transformation decisions
  - Continue to support unified models for shared services – including by and between Veterans Affairs and Defense, electronic information exchange, disease treatment and prevention protocols, etc.
  - Continue to epigraph the TRICARE benefit and cost sharing challenges
  - DBB should support the GAO and Health Affairs Congressional study efforts by sharing all prior DBB research
  - Deputy Secretary should be prepared to adjust the forward approaches, strategies and configurations, processes and management structures for a Unified Medical Command to maximize the potential for success incorporating JSAP and other inputs, gated against decision lead-times for the FY08 budget submission
  - DBB ready to provide continued advice and assistance as needed



# SES CORPS

- Observations
  - Significant SES transformation is occurring within OSD and the Services
  - Under Secretary of Defense for Personnel and Readiness (USD, P&R) has created a pilot program for recruiting and sourcing of 10 SES billets in the Combatant Commands (COCOMS) (Defense Logistics Agency is the Executive Agent and HR manager)
    - Applicants from outside government, within the COCOMS and Components must meet new joint/enterprise experience criteria – finalist validated by Vice Chairman, Joint Staff
  - Air Force (recently joined by Army) emphasize necessity for enterprise-wide perspective and experience for their SES members
  - Air Force, Navy and (soon) Army tier their SES to correlate to Flag Officer ranks



## SES CORPS (CONTINUED)

- Recommendations
  - USD(P&R) may task DBB to provide advice on increasing Political Appointee and SES pay levels
  - Continue P&R initiatives – DBB willing to provide continuing advice and assistance as needed
  - DoD should proactively manage the retirement bubble by creating incentives and rewards to retire and retain SES members as needed





# PERFORMANCE-BASED MANAGEMENT

- Observations
  - DoD is making progress toward accomplishing a cultural shift in how performance ratings are given and perceived – shifting from a mentality that equates a top “5” rating with success to one that rates a “3” rating (meets all job objectives) with success – a significant change
  - The Deputy Secretary of Defense conducted an organizational assessment for FY2006
    - 2006 framework focused on et. al. enterprise enhancements, support for the Global War on Terror, progress on implementation of the Quadrennial Defense Review (QDR) and the President’s Management Agenda (PMA)
  - The USD(P&R) in coordination with the DA&M and other stakeholders is preparing the guidance letter for the 2007 Organizational Performance for the Deputy Secretary’s approval. Components’ strategic plans are being collected as a part of this effort.



# PERFORMANCE-BASED MANAGEMENT (CONTINUED)

- Observations
  - QDR serving as DoD's strategic plan – but does not articulate enterprise goals to which the Components can align their organization's goals
- Recommendations: *Develop and Review Goals*
  - Clearly articulate a set of goals and objectives (with metrics) for the Defense Enterprise (approved by the DAWG)
    - Cascade these goals to the Components to create goals for senior level Political Appointees and SES
    - These goals should be used to develop the 2007 organizational framework
    - Once approved, Components should brief DAWG on their organization's goals to ensure alignment
  - DBB willing to provide continuing advice and assistance as needed



# LEADERSHIP ORIENTATION COURSE

*(DOD Political Appointee On-boarding Program)*

- Observations
  - Broad support of the concept within the Department
  - Navy developed a draft program – not using it formally but more as broad-based training; believe it should go down through Schedule C's as well
- Recommendations
  - Follow-up memo to Secretary of Defense and Deputy Secretary of Defense urging formal implementation and preparation for new administration
  - Work with the White House Liaison Office to develop a Transition team plan for future appointees



# DIVERSITY

- Observations
  - USD (P&R) established a diversity working group to report quarterly to DHRB
  - Secretary of Defense has requested two updates on diversity and had USD(P&R) present diversity initiatives and policy to COCOMs and Service Chiefs
  - Secretary of Defense issued promotion guidance for Services in 2006
  - Supervisors must have at least one performance objective on diversity and Equal Employment Opportunity (EEO)
    - Under Merit System Principles, diversity goals cannot coerce, encourage or compel a decision using race as a factor – however, DoD can do targeted outreach and recruiting



## DIVERSITY (CONTINUED)

- Observations
  - USD (P&R) drafting a first-time Directive on Diversity (to articulate DoD policy guidance, goals, roles, responsibilities and metrics)
  - Projections for diversity in SES and General Officer ranks through 2014 show little change from current baseline if DoD does not improve its selection and promotion patterns

<b>Current (2006)</b>	<b>SES</b>	<b>Flag/General Officers</b>
Hispanic	1.5%	1.3%
Black	3.2%	2.4%
Women	20%	5.6%



## DIVERSITY (CONTINUED)

- Observations
  - Diversity working group is working hard with OSD and the Components to develop solid programs and meaningful performance metrics and diversity dashboard
    - Monitoring is centralized
  - New website provides access to diversity initiatives across the DoD
  - Components are doing a good job planning for retirement bubble
    - No attention yet to retention of high-potential minorities
  - First diversity summit will be held in March 2007 to develop a strategic plan to discuss the need to increase diversity in SES and Flag ranks



## DIVERSITY (CONTINUED)

- Recommendations
  - March Diversity Summit should focus on how to embed the business case for diversity as part of DoD readiness to accomplish its mission in the 21<sup>st</sup> Century
    - Summit should seek to change the DoD mindset from one that views diversity initiatives primarily as intended to resolve conflict (e.g., solve discrimination complaints) to one views diversity a business imperative in order to achieve real diversity progress
  - In addition to ongoing targeted recruiting efforts, focus on ways to retain and grow diversity candidates in the upper ranks
  - DBB stands ready to assist in ongoing initiatives
  - Defense Human Resources Board should elevate decisions regarding strategic planning and policy for enterprise-wide diversity planning to a higher-level decision-making body, such as the DAWG



# OUTPLACEMENT ASSISTANCE

*(in connection with Base Realignment and Closure (BRAC))*

- Observations
  - Services are using localized initiatives to support BRAC outplacement/re-alignment for personnel
  - USD (P&R) will re-look at DBB recommendations
- Recommendations
  - None for now





# RECRUITMENT

*(MBAs for Defense Business Fellows (DBF) Program)*

- Observations
  - Full support for DBB recommendations at USD P&R and Services
  - Program funding turned back three times by House Armed Services Committee
- Recommendations
  - Leave alone for now
  - Re-activate DBF program recommendation in new administration
  - In the mean time consider how to accelerate hiring process for top-caliber MBAs from highly competitive schools



# MILITARY POSTAL SERVICE

- Observations
  - June 06, Military Postal Service Agency (MPSA) issued Request for Information (RFI) on Ways to Improve Global Mail Operations
  - MPSA in receipt of all industry responses by Aug 2006
  - On December 12<sup>th</sup> MPSA will brief the Postal Oversight Board on their recommendations after reviewing industry responses to the RFI
    - No indication MPSA will move forward with RFP to outsource mail operations
- Recommendations
  - OSD should press forward with DBB recommendation to outsource military mail as soon as possible – schedule within FY 08 budget submission (use email kiosks in theater)
  - Mail should be considered part of the military supply chain – use movement control group and battalion to move mail in theater

# **APPENDIX E**

**(Final Recommendations from Task Group on  
Supply Chain Management)**



DEFENSE BUSINESS BOARD

# Task Group on Supply Chain Management

April 2007



**DBB Task Group**

William Phillips, Chairman

Barbara Barrett

Kelly Van Niman (Executive Secretary)

**DoD Liaison**

Michael Donley, Director of Administration and Management



- Supply Chain Management Topics
  - Military Postal Service (December 2005)
  - Cycle Time (December 2004)
  - Supply Chain/Performance-Based Logistics (October 2003)
  - TRANSCOM-DLA Supply Chain Integration (June 2003)



## Military Postal Service

### – Observations:

- June 06, MPSA issued Request for Information (RFI) on Ways to Improve Global Mail Operations
- MPSA in receipt of all industry responses by Aug 2006
- On December 12<sup>th</sup> MPSA briefed the Postal Oversight Board on their recommendations after reviewing industry responses to the RFI
  - No indication MPSA will move forward with RFP

### – Recommendation:

- OSD should press forward with DBB recommendation to outsource military mail as soon as possible



## Cycle Time and Performance-Based Logistics

### (Key Prior DBB Recommendations)

- Align performance goals of various entities within the supply chain (eliminate “sub-optimization”)
- Continue to Advance Performance-Based Logistics
- Active Vendor Management and Enforcement (+/- incentives)
- Leverage Common Aircraft Platforms and Parts





## Cycle Time and Performance-Based Logistics

- Observations:
  - Supply Chain entities aligning metrics among themselves & vendors
  - Philosophical buy-in to fight jointly, but sub-optimization still occurring in resource allocation and in business operations
    - COCOM right of preemption for transportation assets; distribution and transportation are not “purple” in theater
    - Competing Service priorities impact logistics budgets (operations and IT)
    - Service independence results in Service-unique platforms and programs
      - only 45 of 290 IT platforms are under TRANSCOM Working Capital Fund portfolio – majority within Service budgets
      - no global asset visibility across Service depots



## Supply Chain Integration

### – Background:

- Under Secretary for Acquisition, Technology and Logistics is the Defense Logistics Executive (DLE)
- US Transportation Command (TRANSCOM) is the Distribution Process Owner (DPO) (4-star)
- Defense Logistics Agency (DLA) desires to become Supply Process Owner – but only 3-star
  - DLA operates Inventory Control Points and Distribution Depots in CONUS and in-theater



## Supply Chain Integration

### – Observations:

- Increased coordination and management of operations between DLA and TRANSCOM, the Services and Combatant Commanders (COCOMS)
  - DLA and TRANSCOM have combined their respective Integrated Data Enterprise (IDE) and Global Transportation Network (GTN) to converge point of origin to point of effect
- Ensuring industry best practices become a part of DoD supply chain management
  - Defense Transportation Coordination Initiative – outsourcing second destination freight distribution for DLA and Services



## Supply Chain Integration

### – Observations (cont'd):

- Roles and responsibilities still not clear – lack clear identification of authority (TRANSCOM cannot direct DLA or the Services)
  - Management by consensus is limiting operational and management efficiencies
  - Joint Logistics Board is a forum to surface issues and develop consensus, but not to make decisions
  - Significant duplication of processes since authorities are not defined
- Multiple, asynchronous supply chains (inventories) make requirements forecasting difficult
  - End users (COCOMS) don't have discipline in forecasting requirements (DoD lacks necessary quantity of Flag Officer logisticians commensurate to their importance in the J-4/Logistics arena)



## Supply Chain Integration

### – Observations (cont'd):

- Despite senior management support for Service Oriented Architecture (SOA), efficient access to integrated logistics support information not yet realized
  - Joint Data Enterprise solution (SOA) discarded for Service-unique systems
- Base Realignment And Closure (BRAC) process has been a forcing function to try to gain greater efficiencies
  - DLA to be supply, storage and distribution provider for all maintenance depot requirements (single face to industry)
    - » Army and USMC not transitioning procurement management

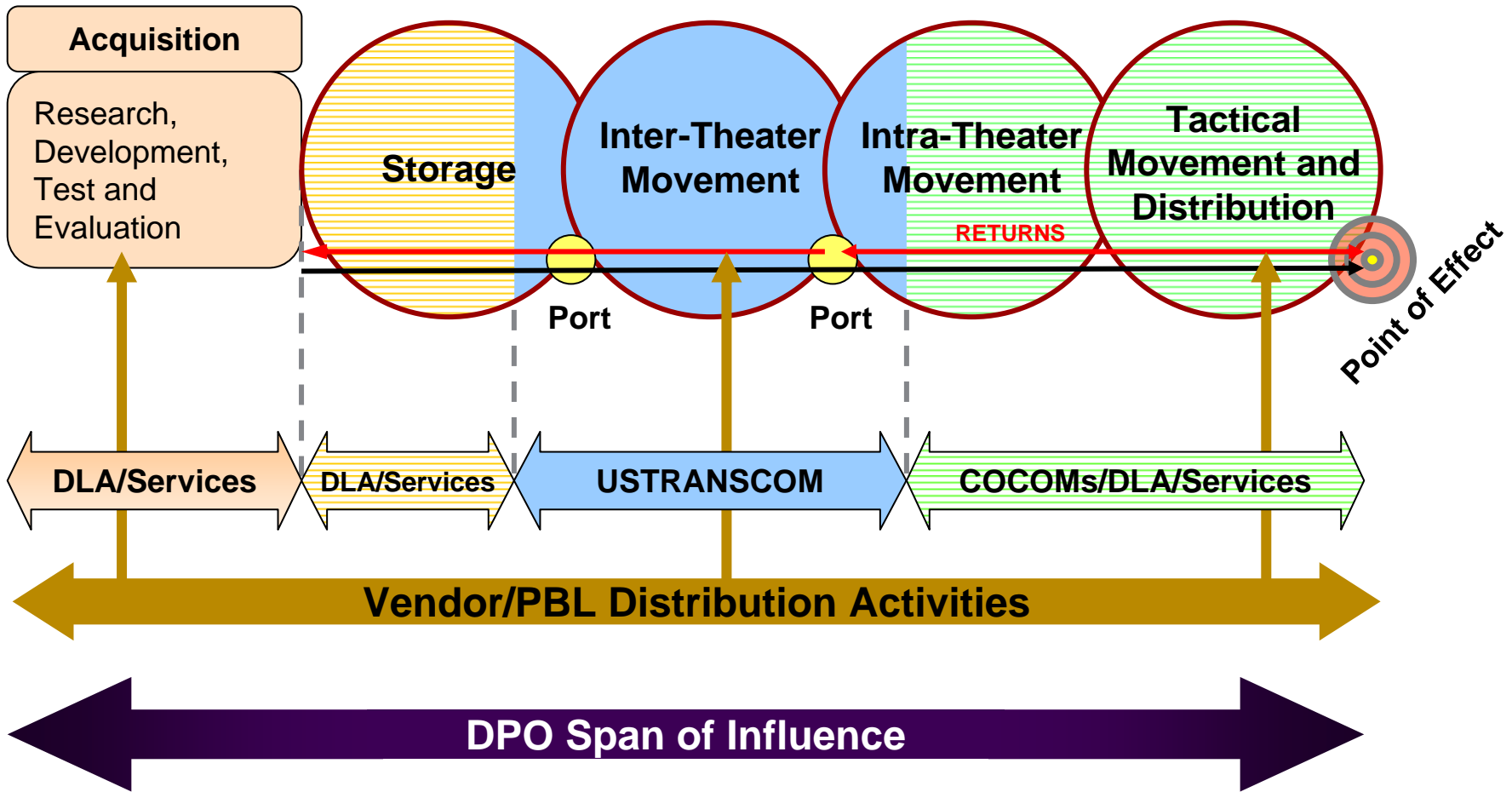


## Recommendations:

- Define and communicate enterprise goals in order to drive enterprise alignment of initiatives
- Clearly define not only responsibilities but also authorities for all players in the DoD supply and distribution processes
  - Eliminate duplication, improve hand-offs and efficiency
- Allocate responsibility and authority to set direction, design and oversee progress, and make necessary decisions to carry out DoD's agreed-upon supply chain management strategy and achieve enterprise goals
  - Below the Deputy Secretary level
  - Industry best practices would name an individual in this role



# The Present...Supply Chain Responsibility



- Synchronize Logistics Information Systems
- Achieve End to End Visibility

- Coordinate Vendor Activities
- Align Distribution Processes

# **APPENDIX F**

**(December 6, 2006 Defense Business Board  
Meeting Minutes)**



## **Defense Business Board**

### **SUMMARY OF MEETING**

December 6, 2006

The Defense Business Board (DBB) held its quarterly meeting on December 6<sup>th</sup>, 2006 in Room #6 of the Pentagon Conference Center.

In accordance with the provisions of Public Law 92-463, the public session was conducted from 08:40 AM to 10:45 AM.

#### DBB Members present:

William (Gus) Pagonis, Chairman  
Neil Albert  
Denis Bovin  
Frederic Cook  
Henry Dreifus  
Robert Hale  
James Haveman  
Madelyn Jennings  
James Kimsey  
William Phillips  
Arnold Punaro  
Dov Zakheim

#### DBB Staff in attendance:

Kelly Van Niman, Executive Director  
Ryan Bates, Staff Assistant

#### Others present for all or portions of the meetings on 09/06/06:

Gordon England, Deputy Secretary of Defense\*

ADM Edmund Giambastiani, Vice Chairman, Joint Chiefs of Staff\*  
David Chu, Under Secretary of Defense (Personnel & Readiness)\*  
David Walker, Comptroller General of the United States  
Donald Winter, Secretary of the Navy\*  
Jeff Steinhoff, Managing Director, Financial Management and Assurance, GAO  
LTG James Roudebush, Surgeon General of the Air Force\*  
LTG Kevin Kiley, Surgeon General of the Army\*  
Maj Gen Joseph Kelley, Joint Staff Surgeon  
Marilee Fitzgerald, Deputy Director, Civilian Personnel and Policy  
Michael Donley, Director of Administration and Management\*  
Nelson Ford, Assistant Secretary of the Army, FM&C  
RADM Donna Crisp, Director for Manpower and Personnel (JCS, J-1)

Robert Earl, Special Assistant to the Deputy Secretary of Defense\*  
Ron Segal, Under Secretary of the United States Air Force\*  
Tina Jonas, Under Secretary of Defense (Comptroller)\*  
VADM Donald Arthur, Surgeon General of the Navy\*  
William Winkenwerder, Assistant Secretary of Defense for Health Affairs\*

Other attendees included representatives from the Joint Staff, Army, Navy, and OSD

Gordon Lubold, Writer, Military Times

\*Only attended the session with the Deputy Secretary of Defense.

## **EXECUTIVE REPORT**

Mr. Gus Pagonis began the morning's administrative session at 8:00 AM with a review of the day's agenda. He announced that the DBB's January meeting had been cancelled and that the dates for the DBB's 2007 meetings will be confirmed in the upcoming weeks. The remainder of the Administrative Session's discussions focused on topics that the DBB could cover in 2007.

The Administrative Session ended at 8:35 AM.

## **PUBLIC SESSION**

At 8:40 AM Mr. Gus Pagonis opened the Public Session with a brief overview of the DBB's work since its inception and that the briefings that were to be heard reflected the review that the DBB had performed of their prior recommendations and their status. The results of this review were going to be presented to the Deputy Secretary of Defense and other DoD leaders upon the final deliberations of the full DBB. The briefings presented during the public session reflected broad categories of studies performed by the DBB.

### *General Management*

Mr. Robert Hale presented the briefing concerning the DBB's work in the area of General Management in DoD. The topics discussed reflected summaries of prior DBB reports and were centered around the following: Chief Management Officer,<sup>1</sup> Management Agenda,<sup>2</sup> Metrics,<sup>3</sup> Innovation & Culture Change,<sup>4</sup> and Governance.<sup>5</sup>

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<sup>1</sup> See the DBB's report entitled *Creating a Chief Management Officer in the Department of Defense* (May 2006): <http://www.dod.mil/dbb/pdf/Creating%20a%20Chief%20Management%20Officer.pdf>.

<sup>2</sup> See the DBB's report entitled *Management Agenda* (February 2005): [http://www.dod.mil/dbb/pdf/ManagementAgenda-02\\_05.pdf](http://www.dod.mil/dbb/pdf/ManagementAgenda-02_05.pdf).

<sup>3</sup> See the DBB's report entitled *Balanced Scorecard Metrics* (December 2002): [http://www.dod.mil/dbb/pdf/Balanced\\_Scorecard\\_FY02\\_2.pdf](http://www.dod.mil/dbb/pdf/Balanced_Scorecard_FY02_2.pdf).

<sup>4</sup> See the DBB's report entitled *Innovation and Cultural Change* (May 2006): <http://www.dod.mil/dbb/pdf/Innovation%20and%20Cultural%20Change%20Final%20Report.pdf>.

With respect to the DBB's prior work on the CMO issue, Mr. Hale stated that the DBB had recommended a strong CMO and understood that the issue was being reviewed by the Institute for Defense Analyses. The DBB had no additional recommendations, but the DBB did note that the Department should keep in mind the transition role for a CMO when a new Presidential Administration enters in 2009.

Concerning the DBB's previous work on the management agenda for the Department, Mr. Hale reviewed the findings of the previous task group. However, he also added that management initiatives in DoD go back at least 30 years and many made progress during champion's tenure but failed to survive the transition to a new Administration. Reasons for this vary, but the primary notion of the DBB was that a new Administration is usually solely-focused on broad policy debates as well as issues relating to the budget. Hence, it is difficult for issues of lower priority—like business operations of DoD—to overcome the “noise” from the higher-priority decisions. There were many members who thought the idea of having a high-ranking official who could “bridge the gap” from one Administration to the next was a good idea—i.e. a current Administration official work with the incoming-Administration to create continuity between the two. Mr. Hale noted that many key initiatives must survive 2008 transition to succeed (e.g. National Security Personnel System, Business Transformation Agency, improved financial information and audit efforts). Therefore, the DBB recommended that the DoD leadership, especially the Deputy Secretary, consider and develop an approach to planning for the 2009 transition to a new Administration. The DBB also noted that the current Secretary of Defense transition may provide a “dry run”, as this would probably be easier to do since the priorities will remain relatively consistent in terms of the broader management of the Department.

Regarding metrics, the DBB observed that “[the] Deputy Secretary believes the Department is a federated enterprise that does not lend itself to a good rollup of measures.” In general, the DBB agreed with this assessment. They also noted that executive dashboards have been developed by various organizations throughout DoD and that the Business Transformation Agency (BTA) has developed a prototype for the Under Secretary of Defense (Comptroller) that could be modified on the front end for use by all DoD Components. Additionally, the DBB noted, “Performance management is moving in the right direction although not yet fully rooted.” Therefore, the DBB recommended that DoD, “Seek ways to share metrics so that accomplishments and best practices become widely known.” The DBB also agreed that the DoD leadership needs to “take credit” for their progress in this area, as many organizations are using metrics to measure performance and guide their decision-making processes; this is all very good news.

On the topic of Innovation & Culture Change, Henry Dreifus provided an overview of the DBB's prior work. He restated the DBB's observation that DoD should “harness ‘culture’ as a change tool.” This differs from the current ‘learning culture’ in DoD in that improvements in efficiency are limited, and what the DoD needs is a kind of culture that

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<sup>5</sup> See the DBB's report entitled *Governance - Alignment and Configuration of Business Activities (May 2006)*: <http://www.dod.mil/dbb/pdf/Governance%20Final%20Report.pdf>.

looks to drive innovation and entrepreneurship—i.e. change paradigms when possible. Understanding that this can conflict with the missions and responsibilities of the Department’s human capital, the DBB recommended “prudent risk taking.” One way that this could be done, according to the DBB, was by including certain measurements for risk-taking into performance appraisals. Other recommendations for tactical ways to change DoD’s culture is by having a ‘thought from the Secretary’ that appeared on the logon screens of all DoD employees. Lastly, the DBB recommended, “Teach culture to management – and bring an enterprise appreciation of culture to the civilian workforce *pari passu* with the uniform services.”

Mr. Hale provided the observations and recommendations concerning Governance. He noted that there was lots of feedback on this topic from the DoD leadership. He noted that there are three management tasks at the governance level at DoD: employing the force; managing the force; and developing the force. Generally, DoD is good at the first two but not the latter (developing the force). However, given this reality, DoD has taken on initiatives to improve in this area. Therefore, the DBB did not have any recommendations on this topic, as the DoD leadership appears to have addressed many of the fundamental issues that underpin good governance.

To conclude his briefing, Mr. Hale noted that the CMO and Management Agenda issues are the two areas where the DBB should still assist the Department. DBB members agreed with this assessment, but they did note that Metrics and Governance may need to be included.

**ACTION:** Mr. Pagonis stated that the DBB members were to provide Ms. Van Niman (DBB Executive Director) with their individual ideas for priorities. Ms. Van Niman would then compile the results and provide them to the entire DBB.

### *Financial Management*

Mr. Bill Phillips presented the briefing concerning the DBB’s work in the area of Financial Management in DoD. The topics discussed were: DoD Audit,<sup>6</sup> Fuel Hedging in DoD,<sup>7</sup> DoD’s Working Capital Funds,<sup>8</sup> and Financial Metrics in DoD.<sup>9</sup> (The DBB also conducted a task called *Financial Management Modernization Program Review* in 2002<sup>10</sup>; however, given the progress made in this area by DoD, the DBB did not reassess their initial recommendations as the scope of the initial program has changed dramatically since 2002.)

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<sup>6</sup> See the DBB’s report entitled *Financial Audit Strategy* (December 2004):

<http://www.dod.mil/dbb/pdf/FinancialAuditStrategyTask.pdf>.

<sup>7</sup> See the DBB’s report entitled *Fuel Hedging* (March 2004): <http://www.dod.mil/dbb/pdf/FuelHedging-03-2004.pdf>.

<sup>8</sup> See the DBB’s report entitled *Financial Indicators, Ratios and Indexes* (December 2002):

[http://www.dod.mil/dbb/pdf/Financial\\_Indicators\\_FY03\\_1.pdf](http://www.dod.mil/dbb/pdf/Financial_Indicators_FY03_1.pdf).

<sup>9</sup> See the DBB’s report entitled *Innovation and Cultural Change* (May 2006):

<http://www.dod.mil/dbb/pdf/Innovation%20and%20Cultural%20Change%20Final%20Report.pdf>.

<sup>10</sup> [http://www.dod.mil/dbb/pdf/Financial\\_Indicators\\_FY03\\_1.pdf](http://www.dod.mil/dbb/pdf/Financial_Indicators_FY03_1.pdf)

The DBB discussed the progress of DoD's Audit plan extensively. Mr. Phillips noted that DoD's Financial Improvement and Audit Readiness (FIAR) plan is in place. However, concerns have been raised by various stakeholders about the approach to contracting for audit services because over 20 companies have been contracted to assist in the DoD's audit efforts. The Comptroller General of the United States, Honorable David Walker, stated that the FIAR plan is better than previous audit plans, but acceleration of the FIAR plan's goals and objectives is possible if a timeline with specific roles and responsibilities was developed. The DBB discussed how the audit is only part of a much larger effort in DoD to establish controls and discipline around financial management. Mr. Phillips also noted that the DBB observed that the DoD's Comptroller team was concerned with maintaining progress once a clean opinion was achieved and is considering the value/role that an audit committee could play in the process. With respect to audit maintenance once its been achieved, this is a capacity issue—i.e. are there enough qualified audit personnel in the workforce? It was noted that the capacity required by DoD probably exceeds the current capacity of the large auditing firms. On the subject of an Audit Committee, the DBB noted that it should serve an advisory function; not the function of actually conducting the audits. In summary, the DBB recommended the following:

- Need for resource sharing plan between DoDIG/Service Audit Agencies/Comptroller
- DBB recommendations on Audit Advisory Committee roles still valid and should be re-considered
- Continue communications efforts to emphasize audit importance
- Emphasize the need to focus on internal controls

On Fuel Hedging and DoD's Working Capital Funds, Mr. Phillips noted that the DBB had no additional recommendations.

With respect to Financial Metrics in DoD, Mr. Phillips highlighted the Department's considerable progress, noting the DoD Comptroller's monthly Financial Indicators Report. He also said that the Components are independently working on dashboards, one of which would be presented to the DBB later in the DBB meeting. The DBB recommended that DoD consolidate the metric development efforts where possible and share metrics more broadly. In addition, the DBB recommended that DoD review the previous DBB balanced scorecard and metric reports to move to a greater focus on how the metrics should influence DoD's decision-making.

#### *Human Resource (HR) Management*

Mr. Fred Cook (DBB Vice Chairman) presented most of the topics concerning the DBB's work on HR Management in DoD, while Mr. Arnold Punaro and Mr. Henry Dreifus each presented one topic. The topics discussed were: DoD Healthcare,<sup>11</sup> DoD's Senior

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<sup>11</sup> See the DBB's reports entitled *Military Health System - Governance, Alignment & Configuration of Business Activities* (September 2006) and *Healthcare for Military Retirees* (December 2005): <http://www.dod.mil/dbb/pdf/MHS%20Final%20Report.pdf> and <http://www.dod.mil/dbb/pdf/Healthcare-for-Military-Ret.pdf>.

Executive Service (SES) Corps,<sup>12</sup> Performance-Based Management in DoD,<sup>13</sup> the idea of having a Leadership Orientation Course for political appointees,<sup>14</sup> Diversity in DoD's SES and Flag Officer Ranks,<sup>15</sup> Base Realignment and Closure (BRAC) Outplacement Assistance,<sup>16</sup> MBA Recruitment,<sup>17</sup> and the DBB's work concerning the Military Postal Service.<sup>18</sup>

Mr. Dreifus briefed the DBB on the Healthcare topic. He noted that the DBB has conducted two studies regarding Defense healthcare. He said that the Department has made progress in addressing the issue but there are many stakeholders who must be addressed and educated for real and necessary change to occur. While recent increases in DoD's healthcare costs have been caused by increased benefits, a better approach to the cost-sharing of these services must be implemented in order for DoD to sustain itself. Additionally, due to DoD's size and market influence in the healthcare arena, the Department could also play an important role in how the nation addresses this increasingly-evident crisis.

Mr. Dreifus updated the Board that the Deputy Secretary had just approved a new governance framework for the Military Health System and that the Joint Staff is preparing its approach via the Joint Staff Action Plan (JSAP). The Office of the Assistant Secretary of Defense for Health Affairs (OASD-HA) is using a phased approach that creates commands for local healthcare, medical R&D and education and training. The new command model will start with the National Capital Region and San Antonio. The model will then be expanded to the remaining areas over 3 years. The framework also establishes a new Joint Military Health Directorate for shared medical services and realigns the TRICARE Management Activity (TMA) to focus on Health Plan Management.

Additionally, Mr. Dreifus noted that the 2007 National Defense Authorization Act directs two specific study efforts: one directed by the Government Accountability Office (GAO) to review recent studies on a Unified Medical Command and present a report to the House and Senate Armed Services Committees by 3/31/07, and another (that includes the DBB's participation) that is entitled the Task Force for the Future of Military Healthcare, which will provide an interim report to the appropriate House and Senate committees by 5/31/07. The DBB's recommendations were:

- DoD should consider its leading role and impact on national healthcare transformation when making its own Defense healthcare transformation decisions;

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<sup>12</sup> See the DBB's report entitled *Shaping and Utilizing the SES Corp* (May 2006): <http://www.dod.mil/dbb/pdf/Shaping-and-Utilizing-the-SES-Corp.pdf>.

<sup>13</sup> See the DBB's report entitled *Performance Based Management* (July 2005): <http://www.dod.mil/dbb/pdf/PBM-Final-Report-Consolidated.pdf>.

<sup>14</sup> See the DBB's report entitled *Civilian Leadership Orientation Program* (December 2004): <http://www.dod.mil/dbb/pdf/CivilianLeadershipOrientat.pdf>.

<sup>15</sup> See the DBB's report entitled *Increasing Diversity In DoD'S Flag and Senior Executive Ranks* (March 2004): [http://www.dod.mil/dbb/pdf/Increasing\\_diversity\\_03-04.pdf](http://www.dod.mil/dbb/pdf/Increasing_diversity_03-04.pdf).

<sup>16</sup> See the DBB's report entitled *Outplacement Services in Support of BRAC and Competitive Sourcing* (July 2003): <http://www.dod.mil/dbb/pdf/BRAC-TASKGROUP-REPORT.pdf>.

<sup>17</sup> See the DBB's report entitled *MBA Recruitment* (January 2003): <http://www.dod.mil/dbb/pdf/mba.PDF>.

<sup>18</sup> See the DBB's report entitled *Military Postal Service* (December 2005): <http://www.dod.mil/dbb/pdf/DBB-Report-on-the-Military.pdf>.

- Continue to support unified models for shared services – including by and between Veterans Affairs and Defense, electronic information exchange, disease treatment and prevention protocols, etc.;
- Continue to epigraph the TRICARE benefit and cost sharing challenges;
- DBB should support the GAO and Health Affairs Congressional study efforts; and
- Deputy Secretary should be prepared to adjust the forward approaches, strategies and configurations, processes and management structures for a Unified Medical Command to maximize the potential for success incorporating JSAP and other inputs, gated against decision lead-times for the FY08 budget submission.

The DBB spent considerable time discussing the issue of healthcare on DoD's future. General comments focused on how DoD does not have the luxury of waiting to deal with this issue as it only gets worse through time. Also, it was noted that healthcare is one area that could bankrupt the country and DoD is not immune to this.

For the next topic within the HR briefings, Fred Cook presented the DBB's findings and recommendations regarding the DoD SES Corps. Mr. Cook lauded the DoD's significant work relating to its civil service executives and highlighted the Under Secretary of Defense for Personnel and Readiness (USD-P&R)'s pilot program for recruiting and sourcing 10 SES billets in the Combatant Commands (COCOMS). For this pilot, applicants from outside government as well as those within the COCOMS and Components must meet new joint/enterprise experience criteria. Also, finalists must be validated by Vice Chairman of the Joint Chiefs of Staff (JCS). Mr. Cook noted that USD(P&R) may task the DBB to provide advice on increasing Political Appointee and SES pay levels. Also, the DBB recommended that USD(P&R) continue their initiatives and that the DBB is willing to provide continuing advice and assistance as needed. At the conclusion of Mr. Cook's briefing on the SES Corps, Ms. Marilee Fitzgerald, with the Office of the USD(P&R), provided additional information about initiatives geared toward the SES Corps, specifically the Senior Executive Steering Committee. The committee is co-chaired by the Deputy USD (Civilian Personnel Policy) and the Deputy Director of the Joint Chiefs of Staff, J-1 (Personnel). This committee will look at the DBB's previous reports and recommendations and is seeking additional input from groups outside of DoD so their recommendations and insights could be communicated to all levels of the SES Corps, which will lead to the development of a better-aligned SES system. Ms. Fitzgerald also noted that there will be an SES Conference on January 29, 2006.

After the discussion about the DoD SES Corps, Mr. Punaro addressed the lack of urgency by DoD's leadership to implement the DBB's recommendations concerning the Military Postal Service. Mr. Punaro noted that DoD still delivers mail to deployed soldiers the same way it did in Vietnam, and this is unacceptable considering the changes that have occurred in the mail and transportation industries. Additionally, Mr. Punaro restated the DBB's recommendation from 2005 to outsource the functions of the Military Postal Service to the private sector. He reminded the DBB that the Secretary and Deputy Secretary agreed with the DBB's recommendation. Mr. Punaro added that in June of 2006, the Military Postal Service Agency (MPSA) issued a Request for Information (RFI) on "Ways to Improve Global Mail Operations." MPSA received industry's

responses by August 2006 and on December 12<sup>th</sup> MPSA will brief the Postal Oversight Board on their recommendations after reviewing industry responses to the RFI. The DBB had not received any word if the MPSA was inclined to outsource mail operations. Therefore, the DBB recommended that the Office of the Secretary of Defense should press forward with the DBB recommendation to outsource military mail as soon as possible. They strongly suggest scheduling this in the FY08 Presidential Budget. The discussion following Mr. Punaro's briefing centered around the larger issue of the military's performance of jobs and functions that are not core to warfighting, and in some cases, these jobs are not "inherently governmental" either.

Mr. Cook concluded the public session with a brief overview of the remaining topics.

Below are the areas that he highlighted:

- Performance-Based Management: The DBB recommends that DoD develop and review the goals of the Department. Furthermore, DoD must clearly articulate a set of goals and objectives (with metrics) for the Defense Enterprise (approved by the Deputy's Advisory working Group (DAWG)) to all of DoD's employees. These goals should be cascaded to the Components to create goals for senior level Political Appointees and SES staff. These goals should be used to develop the 2007 organizational framework, and once approved, Components should brief DAWG on their organization's goals to ensure alignment.
- Leadership Orientation Course: Since DoD has not implemented a formal on-boarding process for DoD political appointees, the DBB will send a follow-up memo to the Secretary of Defense and Deputy Secretary of Defense urging formal implementation and preparation for new Administration. If approved to implement a two-week on-boarding course, the DBB will work with the White House Liaison Office to develop a Transition Team plan for future appointees.
- Diversity: Mr. Cook pointed out that the USD(P&R) is in the process of drafting a first-time Directive on Diversity that will articulate DoD policy guidance, goals, roles, responsibilities and metrics with respect to this issue. In addition, DoD will hold its first diversity summit in March 2007 to develop a strategic plan to discuss the need to increase diversity in SES and Flag ranks. Mr. Cook briefly mentioned the DBB's recommendations, which stated:
  - "March Diversity Summit should focus on how to embed the business case for diversity as part of DoD readiness to accomplish its mission in the 21<sup>st</sup> Century
  - "Summit should seek to change the DoD mindset from one that views diversity initiatives primarily as intended to resolve conflict (e.g., solve discrimination complaints) to one views diversity a business imperative in order to achieve real diversity progress
  - "In addition to ongoing targeted recruiting efforts, focus on ways to retain and grow diversity candidates in the upper ranks
  - "DBB stands ready to assist in ongoing initiatives
  - "Defense Human Resources Board should elevate decisions regarding strategic planning and policy for enterprise-wide diversity planning to a higher-level decision-making body, such as the DAWG"



- Outplacement Assistance: Mr. Cook noted that nothing had really been done with the DBB's recommendations by the leadership of the Department when this report was done in 2003. Therefore, Mr. Cook suggested presenting this again to the Deputy Secretary. The DBB agreed with this.
- Recruitment: In 2003 the DBB recommended that the Department install a competitive process to recruit and hire MBA graduates. The recommendation from the DBB to implement this program (the Defense Business Fellows (DBF) Program) was well-received by DoD's leadership and an office was stood-up and they began recruiting MBA graduates. However, a Congressional staff member decided to not allow this program to exist. Since the initial denial for funding of the program, the DoD has yet to secure additional support for funding. The DBB recommended presenting this issue to the Deputy Secretary again to try and get the funding in the next budget submission. Should this fail, the DBB recommends re-activating the DBF program recommendation in the next Administration. Meanwhile, the current Administration should consider how to accelerate the hiring process for top-caliber MBAs from highly competitive schools.

The Public Session concluded at 10:45 AM.

## **BOARD SESSION**

Following the Public Session, the DBB held a data gathering session from 11:00 to 12:30 during which the DBB received briefings from:

- Marilee Fitzgerald (Deputy Director, Civilian Personnel and Policy) relating to developing Senior Executive Leaders
- Thomas Modly (Deputy Under Secretary of Defense for Financial Management) regarding the latest activities of the Business Transformation Agency (BTA)
- John Vonglis (Principal Deputy Assistant Secretary of the Air Force for Financial Management and Comptroller) on the development of the Air Force dashboard called the FM Suite
- Dr. William Winkenwerder (Assistant Secretary of Defense for Health Affairs) on the Joint/Unified Medical Governance Initiative

The purpose of each briefing was to inform the Board of continuing progress in their respective area of business transformation.

## **DBB BRIEFING TO THE DEPUTY SECRETARY OF DEFENSE**

Beginning at 12:30, the DBB presented their recommendations to Deputy Secretary Gordon England. Mr. England noted his thanks for the Board's work on these important issues and indicated that the DBB recommendations will be reviewed with the appropriate senior official for comment and action.

## **BOARD SESSION**

From 2:30 to 3:15, Ken Krieg (Under Secretary of Defense for Acquisition, Technology, and Logistics) briefed the Board on his August 2006 presentation to the President of the United States regarding Defense Transformation.

## **ADJOURNMENT**

The meeting was adjourned by Kelly Van Niman, Executive Director and Designated Federal Officer, Defense Business Board at 3:15 PM.

I hereby certify that, to the best of my knowledge, the foregoing minutes are accurate and complete.

*//signature//*

William "Gus" Pagonis  
Chairman  
Defense Business Board

# **APPENDIX G**

**(April 26, 2007 Defense Business Board Meeting  
Minutes)**

## **Defense Business Board**

### **SUMMARY OF MEETING**

April 26<sup>th</sup>, 2007

The Defense Business Board (DBB) held its quarterly meeting on April 26<sup>th</sup>, 2007 in Room #6 of the Pentagon Conference Center.

In accordance with the provisions of Public Law 92-463, the public session was conducted from 8:20 AM to 8:45 AM.

#### DBB Members present:

Michael Bayer, Chairman  
Fred Cook, Vice Chairman  
Neil Albert  
Barbara Barrett  
Denis Bovin  
Henry Dreifus  
Robert Hale  
James Haveman  
Madelyn Jennings  
James Kimsey  
John Madigan  
Arnold Punaro  
Atul Vashistha  
Dov Zakheim

#### DBB Staff in attendance:

Kelly Van Niman, Executive Director  
Ryan Bates, Staff Assistant  
Stephan Smith, DBB Consultant

#### Others present for all or portions of the meetings on 04/26/07:

Gordon England, Deputy Secretary of Defense  
David Walker, Comptroller General of the United States

Robert Earl, Special Assistant to the Deputy Secretary of Defense\*  
Marilee Fitzgerald, Deputy Director, Civilian Personnel and Policy  
ADM Edmund Giambastiani, Vice Chairman, Joint Chiefs of Staff  
Maj Gen Stephen Goldfein, Vice Director, Joint Staff  
Donald Hays, Chief Operating Officer, Business Executives for National Security  
Tina Jonas, Under Secretary of Defense (Comptroller)  
Dan Oliver, President, Naval Postgraduate School  
Jeff Steinhoff, Managing Director, Financial Management and Assurance, Government

Accountability Office  
Vice Admiral Stanley Szemborski, Principle Deputy Director, Program Analysis and  
Evaluation  
Kim Wincup, Chairman of the Board, Naval Postgraduate School

*Other attendees included representatives from the Joint Staff and the Office of the  
Secretary of Defense*

Tim Kauffman, Writer, Federal Times

\*Only attended the session with the Deputy Secretary of Defense.

## **BOARD SESSION**

Mr. Michael Bayer began the morning's administrative session at 8:00 AM with brief remarks on his new position as Chairman of the Board and a review of the day's agenda. Arnold Punaro then provided an update to the Board on the Tooth-to-Tail Task Group and its efforts to date. The Administrative Session ended at 8:20 AM.

## **PUBLIC SESSION**

Ms. Kelly Van Niman, Designated Federal Officer for the DBB, opened the Public Session at 8:20 AM, and Mr. Bayer introduced two topics for the Board's deliberation and final recommendation.

### *Executive Compensation Framework*

Mr. Fred Cook presented his Task Group's report on an Executive Compensation Framework for employees in Executive Levels II-V. Mr. Cook began by introducing the topic to the Board and noting that the Deputy Secretary requested the Task Group to recommend a framework for a future study on the topic. Mr. Cook noted that many compensation systems exist in the Department and that employment requirements can sometimes produce a negative financial impact on Executive Level candidates. In response to the Deputy Secretary's request, Mr. Cook presented the Task Group's three-dimensional framework to the Board for deliberation. The framework consisted of a top-down compensation review that focuses on creating a compensation structure from a clean state, a bottom-up compensation review that focuses on total compensation pay parity, and an appointment-requirements review that focuses on aspects of the appointment process that may reduce the pool of qualified individuals willing to serve. The majority of discussion among the Board focused on the appointment requirements dimension of the framework. It was noted that preparation for some Executive Level positions can sometimes cost up to \$300,000 in lawyer and financial fees and can create an impediment to accepting a position. Members also commented on the Defense-unique ethics requirement set up by the Senate Armed Services Committee (SASC). Specifically it was mentioned that SASC rules have been in place since the 1970s and have been

tightened over the years. Also mentioned was that while the Task Group was just asked to look at the Executive Schedule, the Task Group should consider these problems when talking about all of the Department's senior leadership and not just the political appointees. The Board also expressed the need to consider the amount of political appointees that the Department needs. Mr. Cook concluded the Task Group presentation at 8:30 AM and the Board endorsed the recommendations of the Task Group.

#### *Supply Chain Management*

Ms. Barbara Barrett began the Supply Chain Task Group's presentation on Supply Chain Management by noting that the key to warfighting is supplying the Forces. Ms Barrett explained that the Supply Chain Management report was being presented as the final part of the Deputy Secretary's 2006 request to review all prior DBB recommendations. After briefly outlining the Board's previous Supply Chain topics (Military Postal Service, Cycle Time, Supply Chain/Performance-Based Logistics, and Transportation Command-Defense Logistics Agency Supply Chain Integration), Ms. Barrett noted the Task Group's response to each topic. In regard to the Military Postal Service, Ms. Barrett noted that the Task Group recommends the Department to press forward on the recommendation to outsource military mail and looks forward to further action on the topic. Concerning Cycle Time and Supply Chain/Performance-Based Logistics, Ms. Barrett made note of the Department's great progress and encouraged continued progress in aligning metrics among DoD supply chain entities and vendors. Ms. Barrett also noted that the Department's resource allocation decisions are causing sub-optimization of business operations. Lastly, Ms. Barrett explained that the main topic the Task Group reviewed was Supply Chain Integration. The Task Group's key observation was that the roles and responsibilities of the Transportation Command (TRANSCOM) and Defense Logistics Agency (DLA) are still not clear which leads to a lack of clear identification of decision-making authority. Therefore, the organizations are managing by consensus, thus limiting operational and management efficiencies. In response to this observation, the Task Group recommended three solutions: (1) the Department define and communicate enterprise goals in order to drive enterprise alignment of initiatives, (2) the Department clearly define not only responsibilities but also authorities for all players in the DoD supply and distribution processes, and (3) the Department allocate responsibility and authority to set direction, design, and oversee progress, and make necessary decisions to carry out DoD's agreed-upon supply chain management strategy and achieve enterprise goals. Ms. Tina Jonas asked if the Task Group quantified the amount of savings to be recognized through efficiency and Ms. Barrett responded that the Task Group did not seek to quantify the recommendation. Ms. Jonas also suggested that perhaps logistics should be added to the agenda of the Deputy's Advisory Working Group (DAWG). After receiving the Task Group's presentation and recommendations, the Board approved the recommendations.

The public session was adjourned by Kelly Van Niman, at 8:45 AM.

## **BOARD SESSION**

Following the Public Session, the DBB met in an administrative session from 9:00 AM to 12:30 PM during which time the Board received update briefings from Department leaders and the Board discussed their work plan.

## **DBB BRIEFING TO THE DEPUTY SECRETARY OF DEFENSE**

Beginning at 12:30 PM, the DBB presented its recommendations to Deputy Secretary Gordon England. Mr. England requested each Task Group to follow-up with the appropriate senior leader and also shared his insights on future topics for the Board.

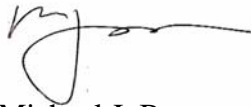
## **BOARD SESSION**

From 1:45 PM to 3:30 PM, the Board received further update briefings from Department leaders.

## **ADJOURNMENT**

The meeting was adjourned by Michael Bayer, at 3:30 PM.

I hereby certify that, to the best of my knowledge, the foregoing minutes are accurate and complete.



Michael J. Bayer  
Chairman  
Defense Business Board