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.
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

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
DEFENSE NATIONAL STOCKPILE CENTER

OFFICE OF THE ADMINISTRATOR
DEPUTY

- OFFICE OF MANAGEMENT AND SYSTEMS SUPPORT
- OFFICE OF PLANNING AND MARKET RESEARCH
- DIRECTORATE OF STOCKPILE CONTRACTS
- DIRECTORATE OF QUALITY ASSURANCE AND TECHNICAL SERVICES
- DIRECTORATE OF STOCKPILE OPERATIONS

Secondary Level Field Activity

- DEFENSE NATIONAL STOCKPILE ZONE NEW YORK, NY
- DEFENSE NATIONAL STOCKPILE ZONE HAMMOND, IN
- DEFENSE NATIONAL STOCKPILE ZONE FT. WORTH, TX