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.
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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Encl. 1
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

ECD
1 OCT 89
28 DEC 90
27 DEC 91

TASK
PHASE 1
PHASE 2
PHASE 3