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2004 DoD Procurement Conference

Presented By:

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Just as a Reminder...

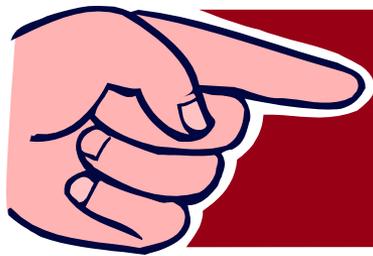
...Our Transformation Tenets

Performance Management

Customer Focus

- **Latitude and Innovation to Improve Customer Satisfaction**
 - **Use Other's Best Practices to the Fullest**
- **Measure Performance Using Customer Criteria**
- **Do More Moderate/High Risk Work**
- **More Labor Hours on Direct Customer Support; Less on Indirect Overhead**
- **Responsibility and Accountability**
- **Maintain Compliance Where Necessary**
 - (i.e., when required by law or customer expectations — e.g., flight safety)

**"We don't think ourselves into a new way of action,
We act ourselves into a new way of thinking."**



**It's all about
Getting Things Done!**