

Continuous Process Improvement Transcript

In a profession where we never seem to have enough people to accomplish our mission, we have been directed to reduce our workforce without reducing responsiveness. This mandate creates an incredible pressure on all of us as we strive to deliver outstanding service to the nation.

Therefore, we must change our business approach to survive and meet our mission requirements. That's why I've directed the establishment of a command-wide continuous process improvement program.

C-P-I will change our way of doing business—a business transformation, if you will—to give us new tools and structure to manage our mission.

Implementing a strong C-P-I program across Army Contracting Command will enable us to examine our processes, with the intent of finding and eliminating redundancy, waste and rework.

One of the C-P-I goals is to document processes, so everyone can understand and follow the procedures to produce contracts that deliver the highest quality goods and services to our Army. Well documented, standardized, lean processes help us get it right the first time, increasing our efficiency, and improving customer satisfaction.

We intend to model our C-P-I program after world-class performers in industry, and grow the culture of change management to achieve our objectives. It will take several years and a lot of hard work to develop a mature program. However, the return on investment will be immense.

There is no other investment that can deliver the return that C-P-I can, both in financial and operational benefits.

I'm convinced C-P-I will make Army Contracting Command more responsive, innovative and efficient, providing world-class procurement solutions to enable the Army's global warfighting dominance. I encourage you to get on board.