



DEPARTMENT OF DEFENSE  
Defense Commissary Agency  
Fort Lee, VA 23801-1800

## DIRECTOR'S POLICY

DP 500-24  
June 29, 2018

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Change and Strategic Management Office  
OPR: DeCA/CCC

**SUBJECT:** Agency Performance and Results Program

**1. PURPOSE.** This Director's Policy (DP) documents the Defense Commissary Agency's (DeCA) support and provides guidance for the GPRAMA of 2010 (Public Law 111-352) and OMB Circular A-11, Part 6. This DP supersedes DP 500-24, dated October 24, 2011.

### **2. POLICY.**

a. Managing Agency performance includes an ongoing assessment of measuring and evaluating results to support decisions and determine opportunities to improve business performance. In keeping with the spirit and intent of the GPRAMA of 2010, DeCA is committed to the prudent and responsible use of resources to provide the best possible service to our patrons and stakeholders while focusing on improving business processes and achieving efficiencies to reduce costs.

b. DeCA's Performance Plan (Figure 1) serves as our tool for establishing and reporting on high-level performance measures. These measures are provided to the DeCA Board of Directors for endorsement and to the Assistant Secretary of Defense (Manpower and Reserve Affairs) (ASD(M&RA)) for approval. We will ensure that our Agency goals and initiatives support and align with those of the ASD(M&RA) and the Department of Defense. The established measures and goals will cascade through the various levels of our Agency's structure to the appropriate employee performance plans. Other key performance indicators may be assessed to consider effects on strategic measures.

c. We will seek to achieve a performance-driven culture wherein setting stretch goals is the norm, where accountability is expected, and where occasional failures are viewed as opportunities to learn and adjust our course. Performance elements should link and align to the Agency mission and strategic priorities (Figure 2). We want to obtain meaningful performance improvement using a fact-based decision-making framework to implement programs and become

more results-oriented. Our progress will be reviewed in the executive Quarterly Performance Reviews and other venues where next steps are established.

### 3. RESPONSIBILITIES.

a. I expect DeCA Executives and Senior Leaders to:

(1) Promote an environment that fosters development of a performance-based culture and establish challenging performance goals as approved by the Director in support of the Agency's goals and strategic priorities.

(2) Lead the efforts of DeCA staff at all levels in a manner that shows support for collaboration, transparency, and accountability, and demonstrates DeCA corporate values.

(3) Proactively seek to develop ideas and initiatives that align and contribute to the components of the Agency Strategic Plan and Priorities.

(4) Ensure collaboration and support across all offices to minimize waste, redundancy, and missed opportunities to maximize our collective successes.

b. I expect DeCA managers and supervisors at every level to:

(1) Ensure resources are aligned with the Agency Strategic Plan, priorities, and performance measures.

(2) Provide timely and accurate progress reports, as required.

(3) Develop and implement employee performance standards that align with the Agency's performance goals.

c. I expect all DeCA employees to:

(1) Understand their role in impacting the Agency performance goals within their assigned areas of responsibility.

(2) Recommend process improvements or innovative opportunities to their supervisors; or through such avenues as the DeCA Idea Factory or the DeCA IDEAS Program.

**4. APPLICABILITY.** This DP assigns responsibility for accomplishing the requirements of DoD Publications program, in accordance with DoDI 5025.1. This DP applies to all DeCA activities and all DeCA personnel.

**5. RELEASABILITY. Cleared for public release.** This DP is available on DeCA's internet website at [www.commissaries.com](http://www.commissaries.com).

**6. EFFECTIVE DATE.** This DP is effective immediately.

A handwritten signature in black ink, appearing to read "R. Bianchi", written in a cursive style.

Robert J. Bianchi  
Director

Attachments:  
As stated

Figure 1: DeCA's Performance Plan for FY 2018

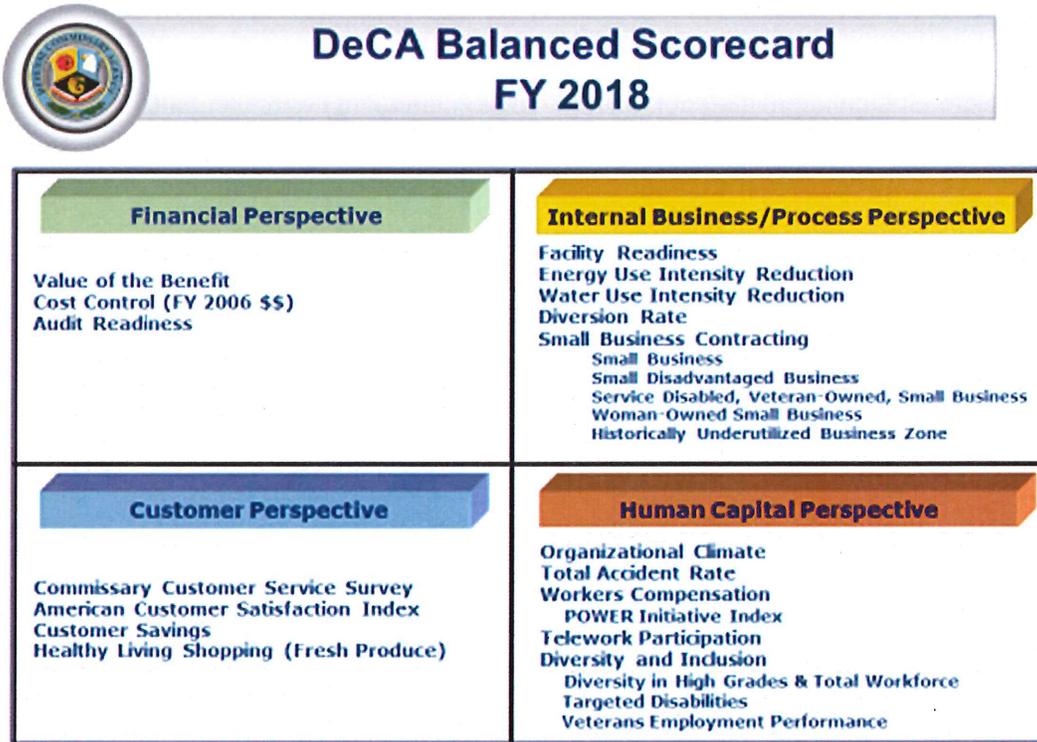


Figure 2: Performance Management Elements Aligned to Strategic Guidance

