

# *ROICC Conference*

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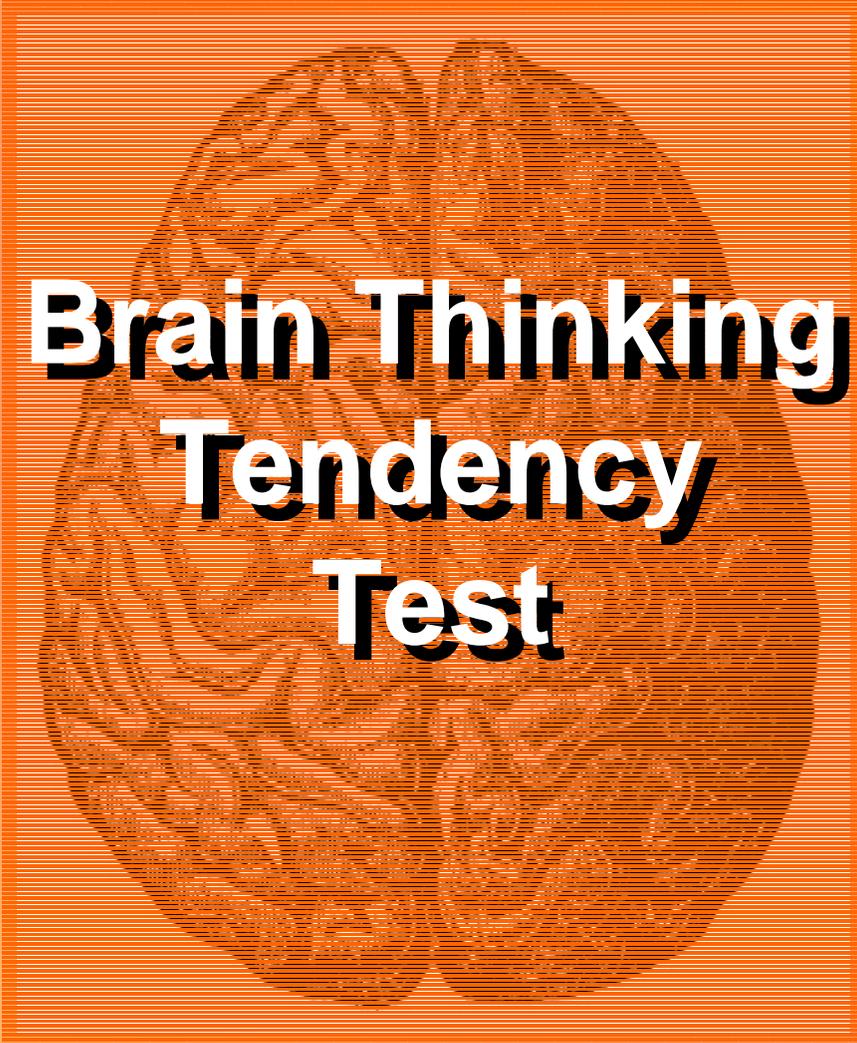
*February 2002*

*John Alan Stock, R.A.  
Strategic Business Officer*

*Atlantic Division  
Imagineering for the 21<sup>st</sup> Century*

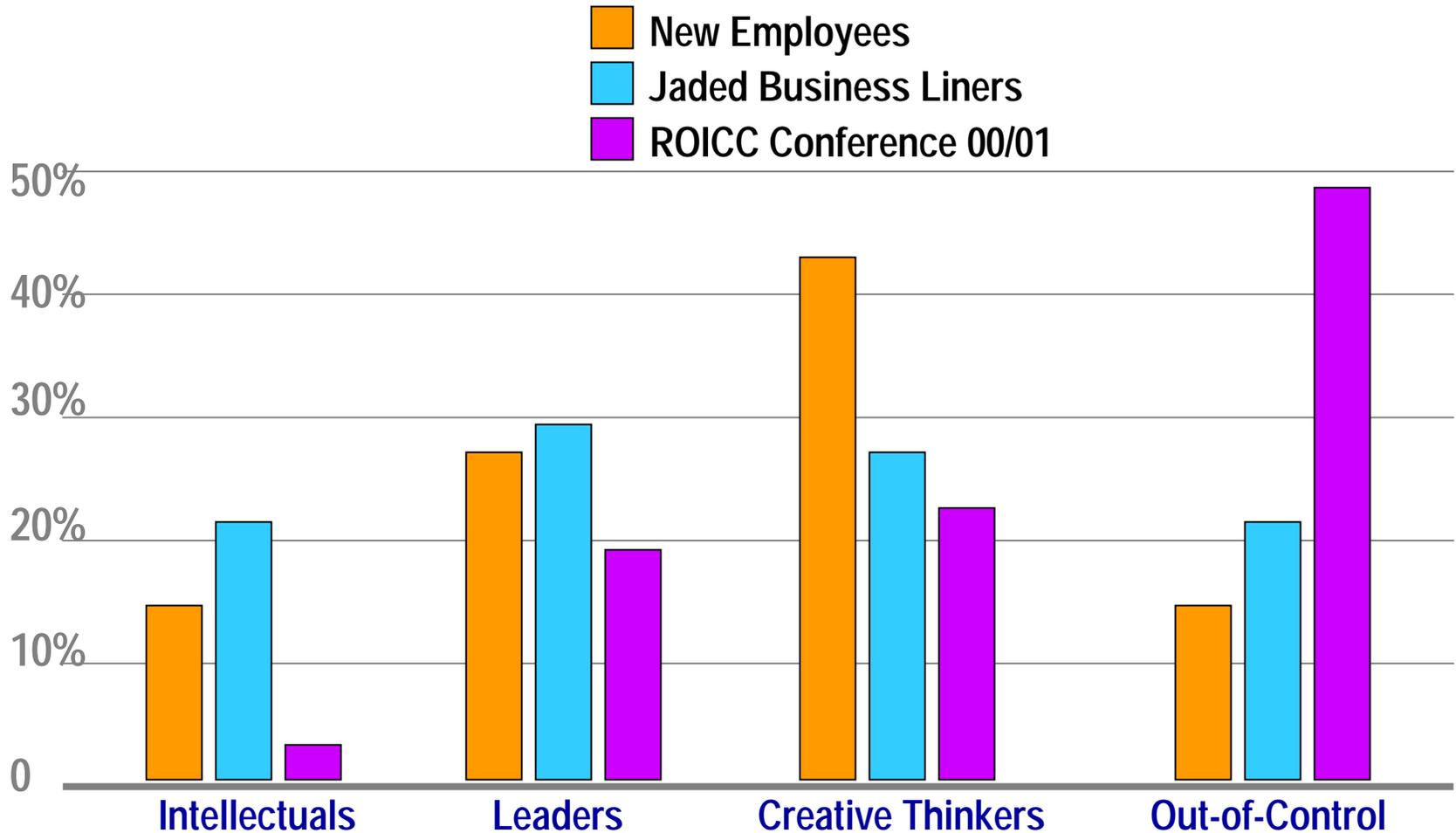
GLOBAL ENGINEERING





# **Brain Thinking Tendency Test**

# Historical Trends





# RoadMap: Outline



Strategic / Business Perspectives



Performance



The New World of Choice



Supporting IPTs & the field



# RoadMap: Outline



Strategic / Business Perspectives



Performance

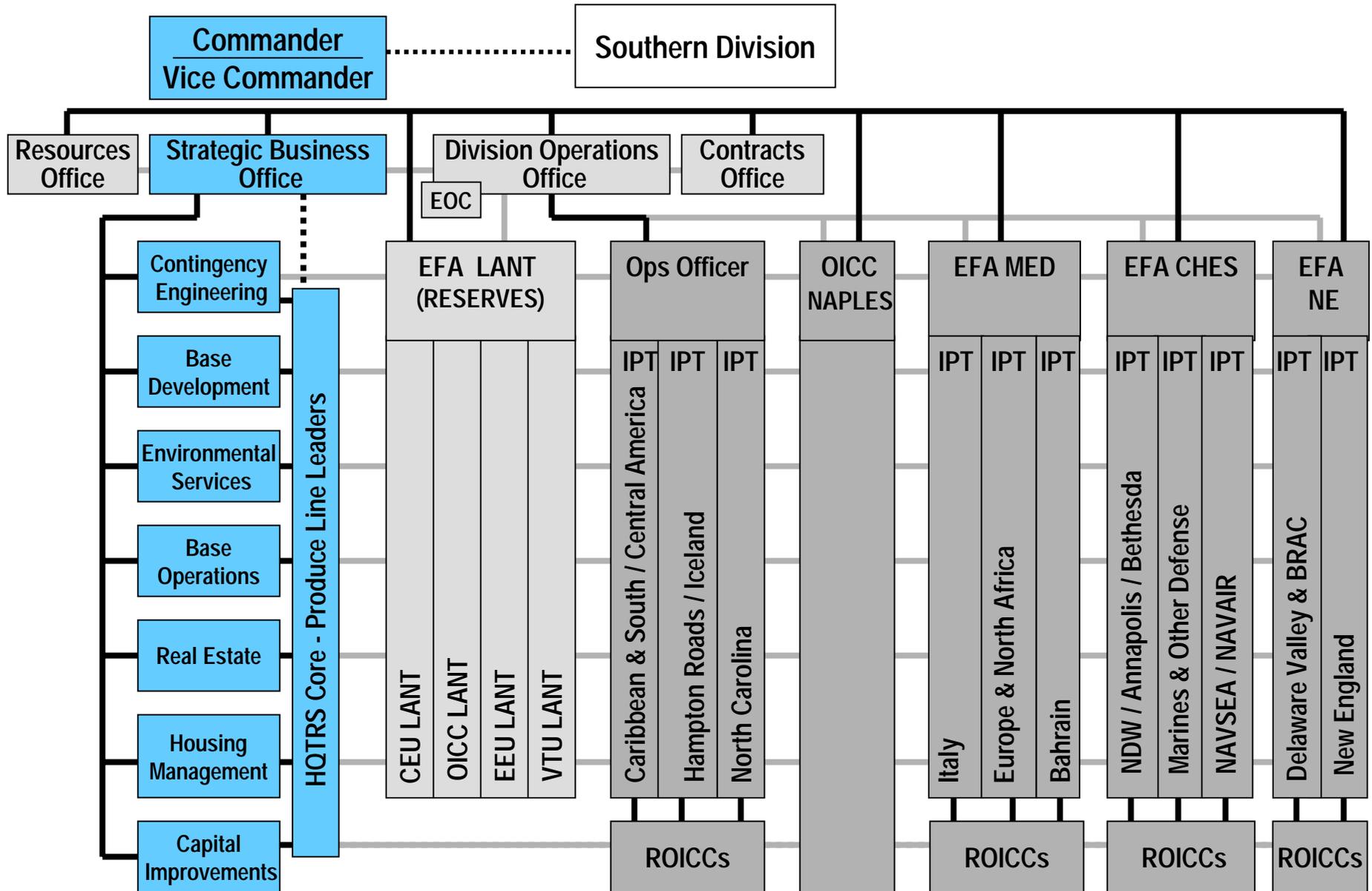


The New World of Choice



Supporting IPTs & the field

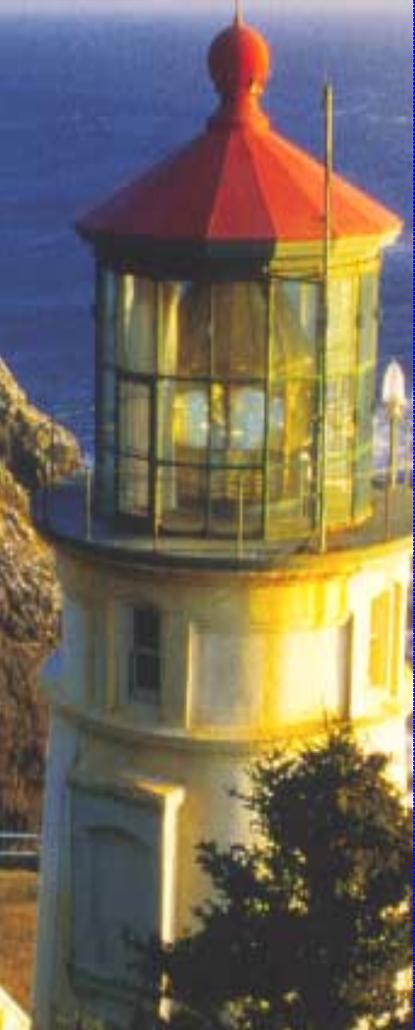
# Atlantic Division





# Atlantic Division Strategic Business Office

- ***Overarching Clients Needs & Expectations***
- ***Corporate Liaison Program - CLnOs***
- ***Long Range Planning***
- ***Business Lines - Programs - P & S Portfolio***
- ***Financial Health of NAVFAC & Division***
- ***Strategic Business Perspective***
- ***Strategic Resourcing***
- ***Innovation and Technology Integration***
- ***Systems and Processes Improvements***
- ***Community Management Advocate***
- ***Managing Diversity – Workforce policy***
- ***Command Performance***



# Strategic Business Office Recent Focus

- Strategic Resourcing & “all that Jazz”
- \* Serving Clients emerging needs
- Preparing for Execution (next year)
- Improving processes
- \* Performance: How are we doing?
- Business: Income vs Expense
- Alignment Vertically & Horizontally
  - Commander’s Intent
  - Chief
  - CNO
- One Engineer Voice
- \* Taking care of people / Community Management

# Vertical Alignment

## SECNAV's Top Four

- People
- Combat Capability
- Advanced Technology
- Business Practices

## CNO's Top Five

- Manpower
- Current Readiness
- Future Readiness
- Quality of Service
- Alignment

## The Chief's Top Five

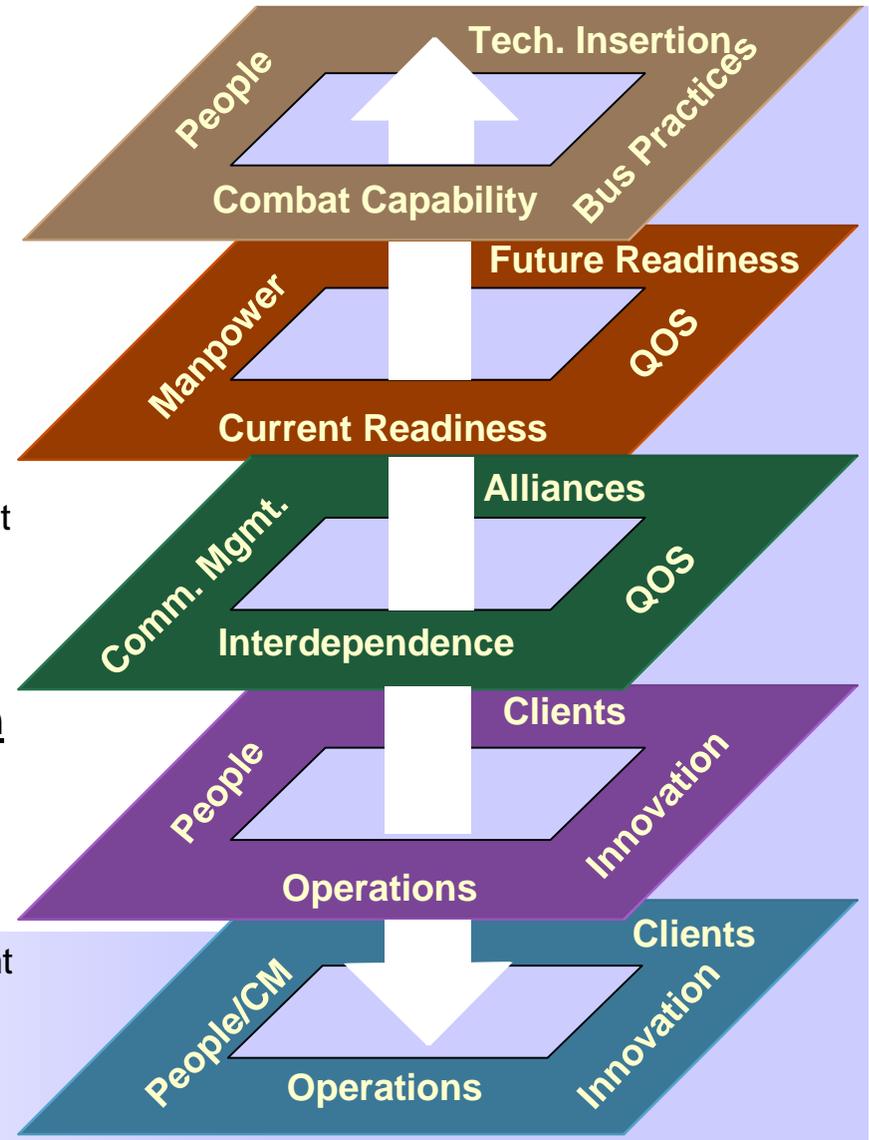
- Community Management
- Interdependence
- Alliances
- Quality of Service
- Alignment

## NAVFAC Strategic Plan

- People
- Innovation
- Clients
- Operations

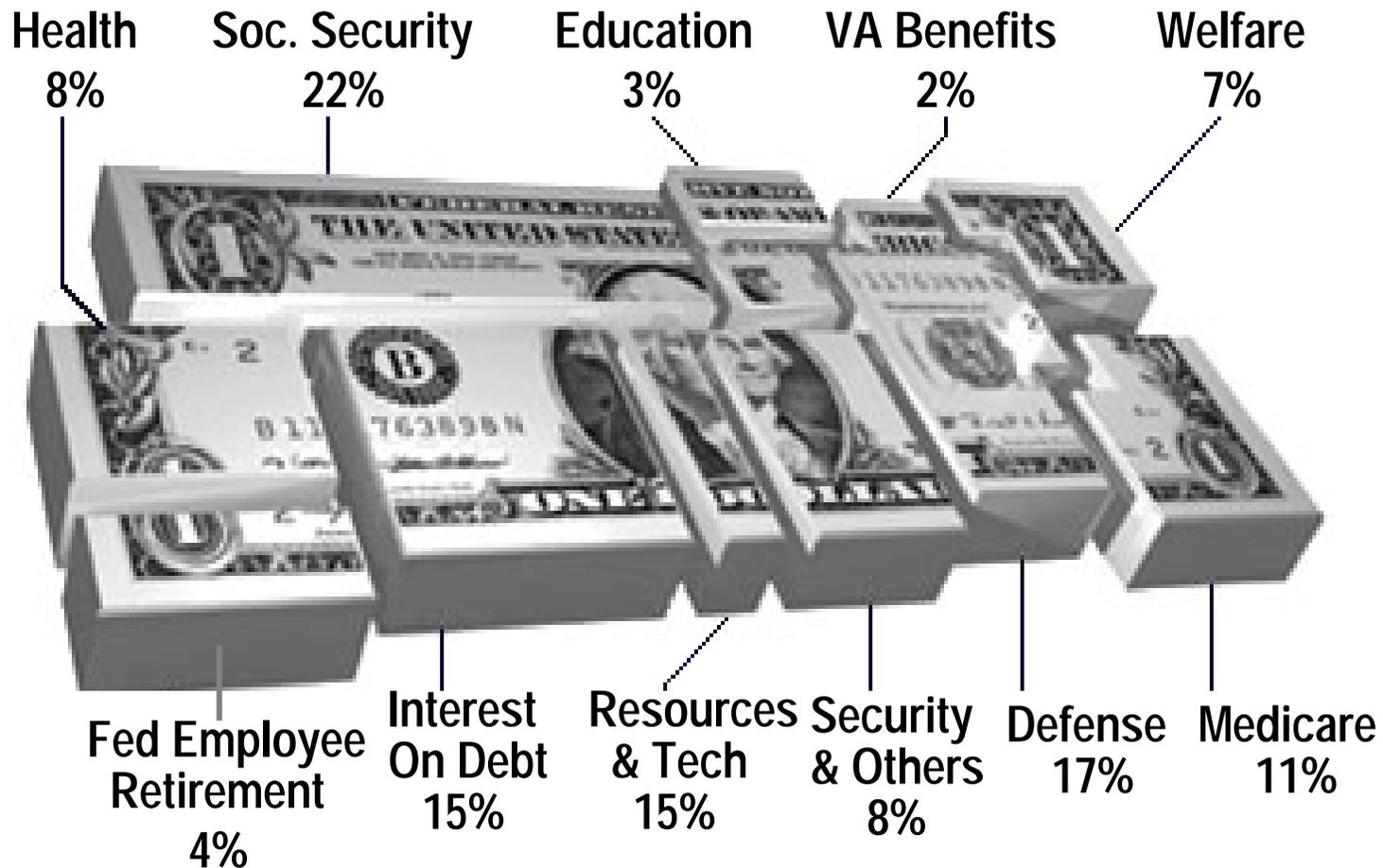
## LANTDIV Top Five

- People/Community Mgmt
- Process Innovation
- Alliances/Clients
- Execution driven OPs
- Alignment





# The **Word** from the Hill



## FY02 Acquisition Workload

|                               |            |
|-------------------------------|------------|
| ■ Design-In-Place             | \$ 733.0 M |
| ■ WIP                         | 1,059.0 M  |
| ■ FIP                         | 318.0 M    |
| ■ RIP                         | 110.0 M    |
| ■ Environmental               |            |
| ■ BRAC                        | 5.6 M      |
| ■ Remediation                 | 82.8 M     |
| ■ Compliance                  | 22.1 M     |
| ■ Utilities Procurement / DSM | 300.5 M    |
| ■ Family Housing / BQ         | 277.7 M    |
| ■ PPV                         | 7.0 M      |
| ■ Energy Conservation         | 25.0 M     |
| ■ Collateral Equipment        | 10.0 M     |
| ■ Other                       | 5.4 M      |

**\$2.22 B**

**Plus-Up  
\$180M**

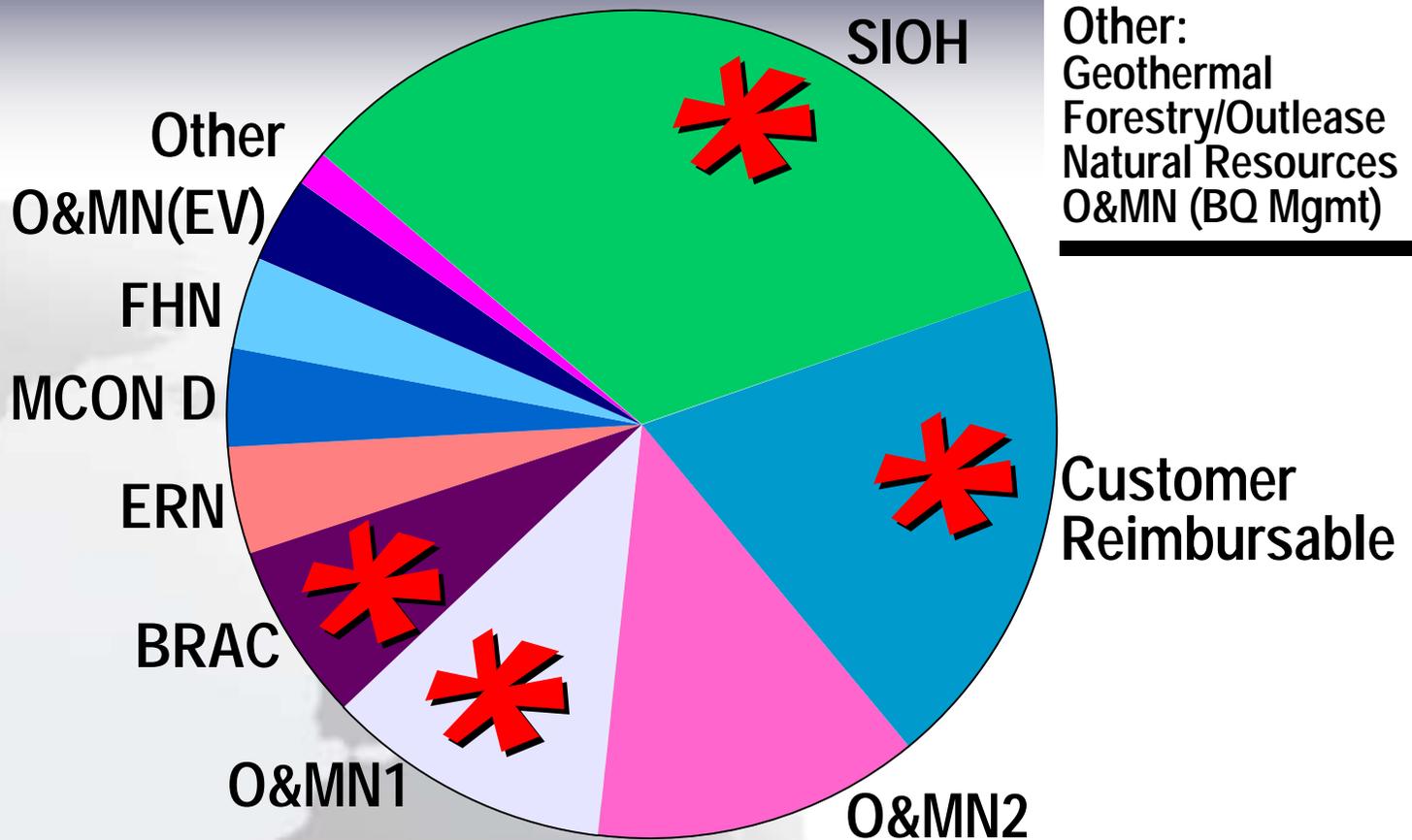
## Workload & How we must execute it

**“ Progress is driven by the provocation that man will always raise aspirations without increasing the resources involved in the activity ”**

A large, faded, light-colored globe is visible in the background of the slide, centered behind the text.

# NAVFAC / EFD Funds By Type

\$670 Mil  
Annual  
Dollars



# Shore Readiness@Low Cost Asset Management

## *Navy Ashore:*

- *\$119 Billion: Current Plant Value*
- *531 million Square Feet of facilities*
- *3 million acres of land*
- *6,700 miles of Roads*
- *54 million SF of leased property*



# Community Management





# Diversity can be a powerful idea





# RoadMap: Outline



Strategic / Business Perspectives



Performance



The New World of Choice



Supporting IPTs & the field



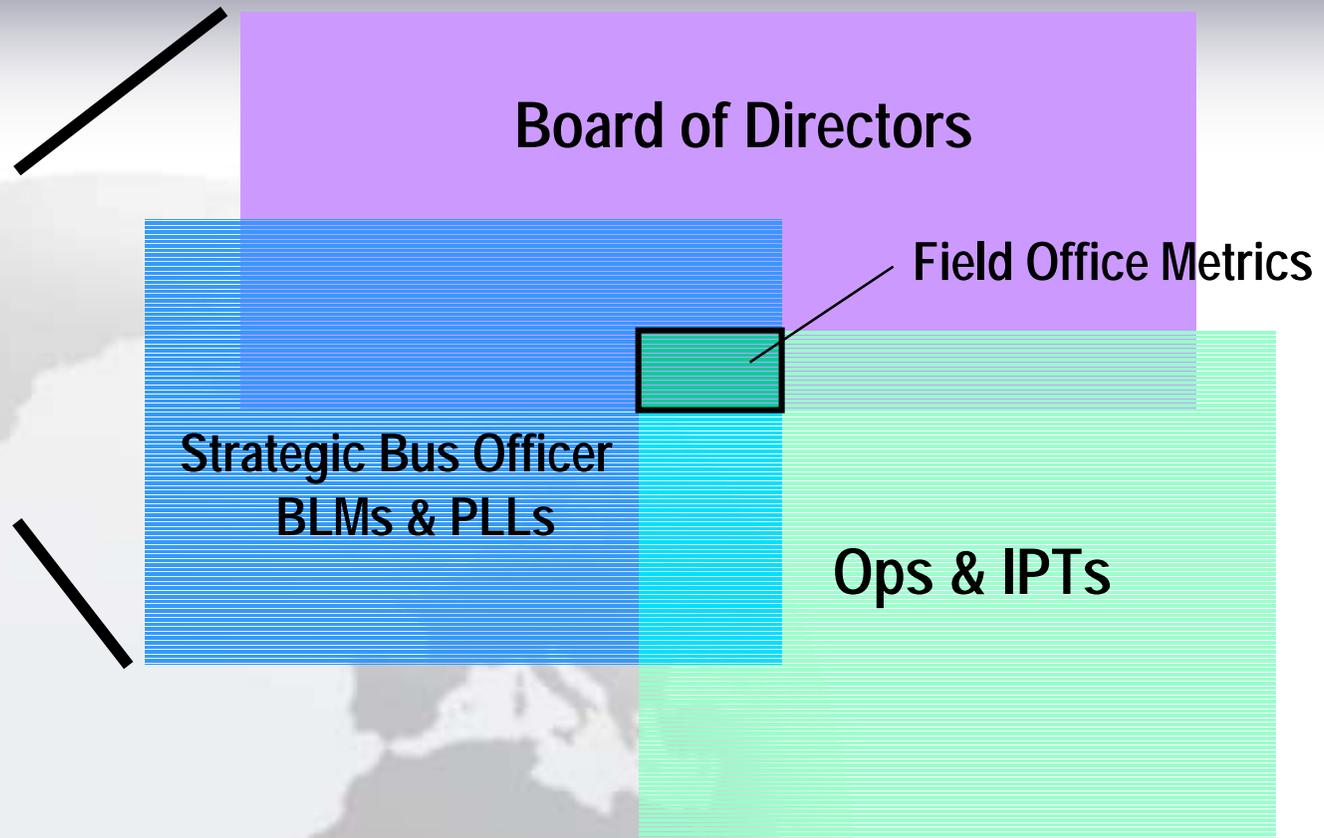
# How well are we doing?



Performance Measurement

# Performance Metrics

Financial  
Strategic  
Client  
Process  
People



Board of Directors

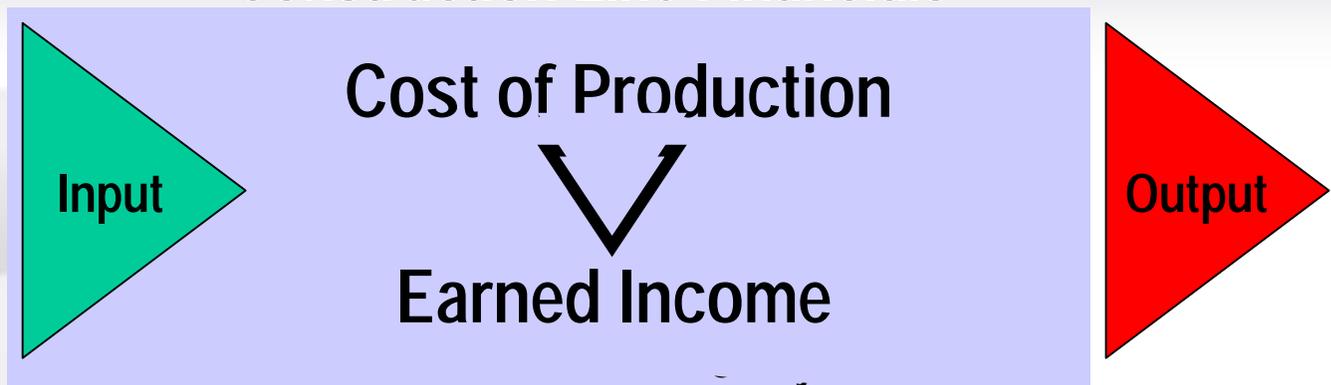
Field Office Metrics

Strategic Bus Officer  
BLMs & PLLs

Ops & IPTs

# Performance <sup>Doing the Math</sup>

## Construction Line Financials

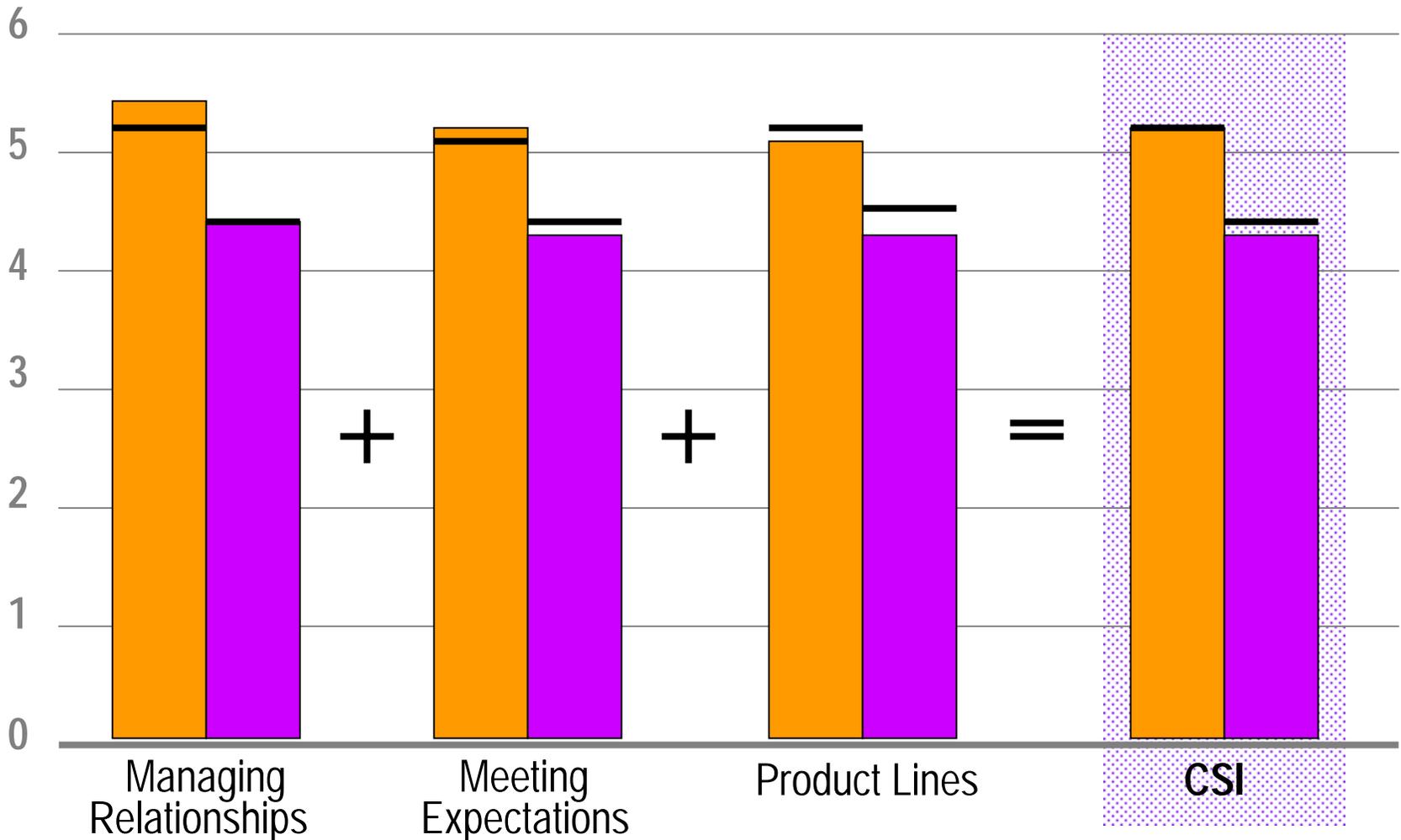
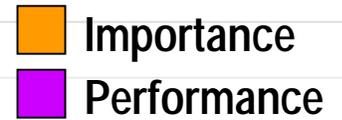


- Workload is about the same
- Resources are about same
- How the work is being done may be more challenging
- People are working hard

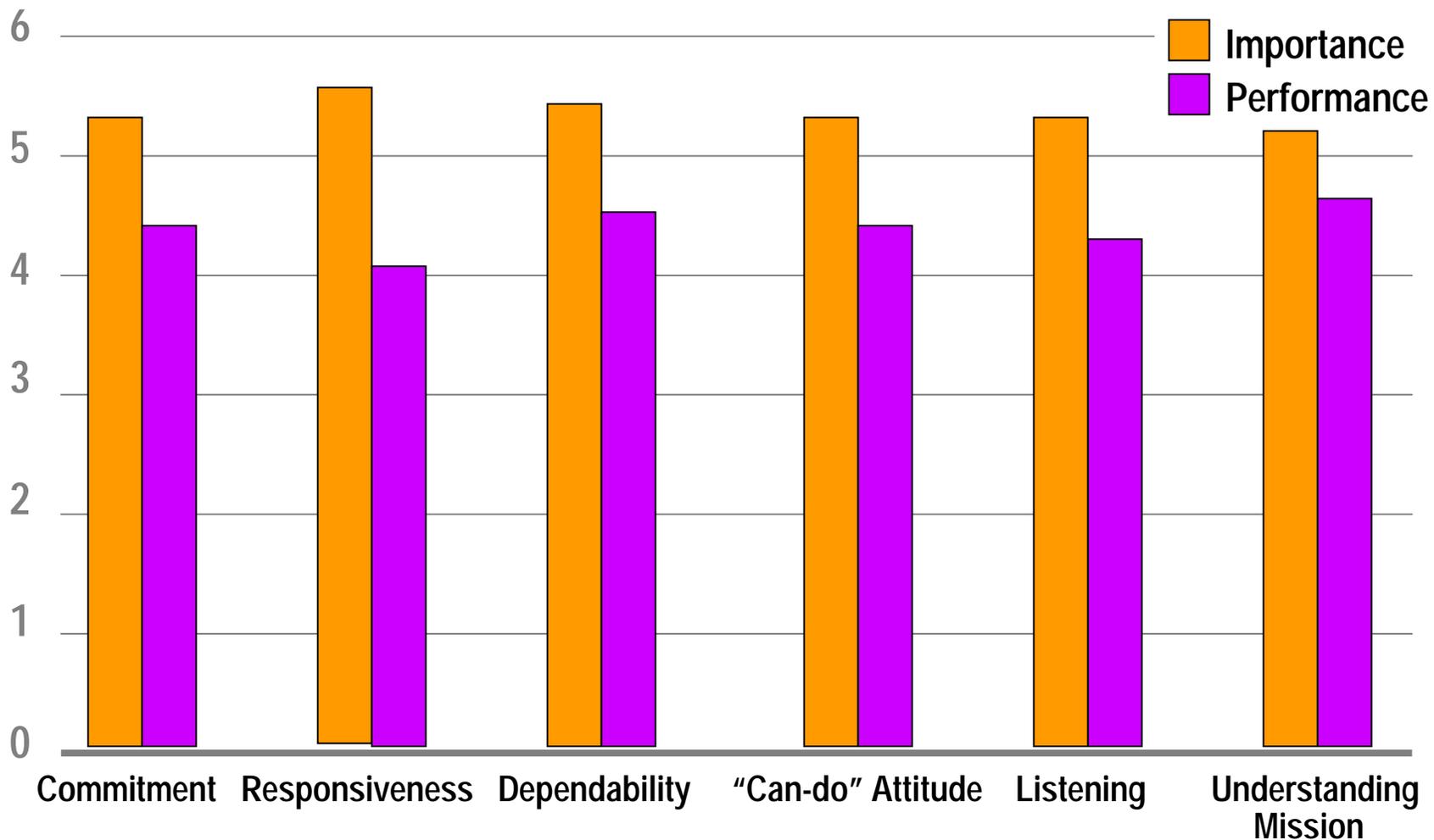
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\* Process Performance appears to be down

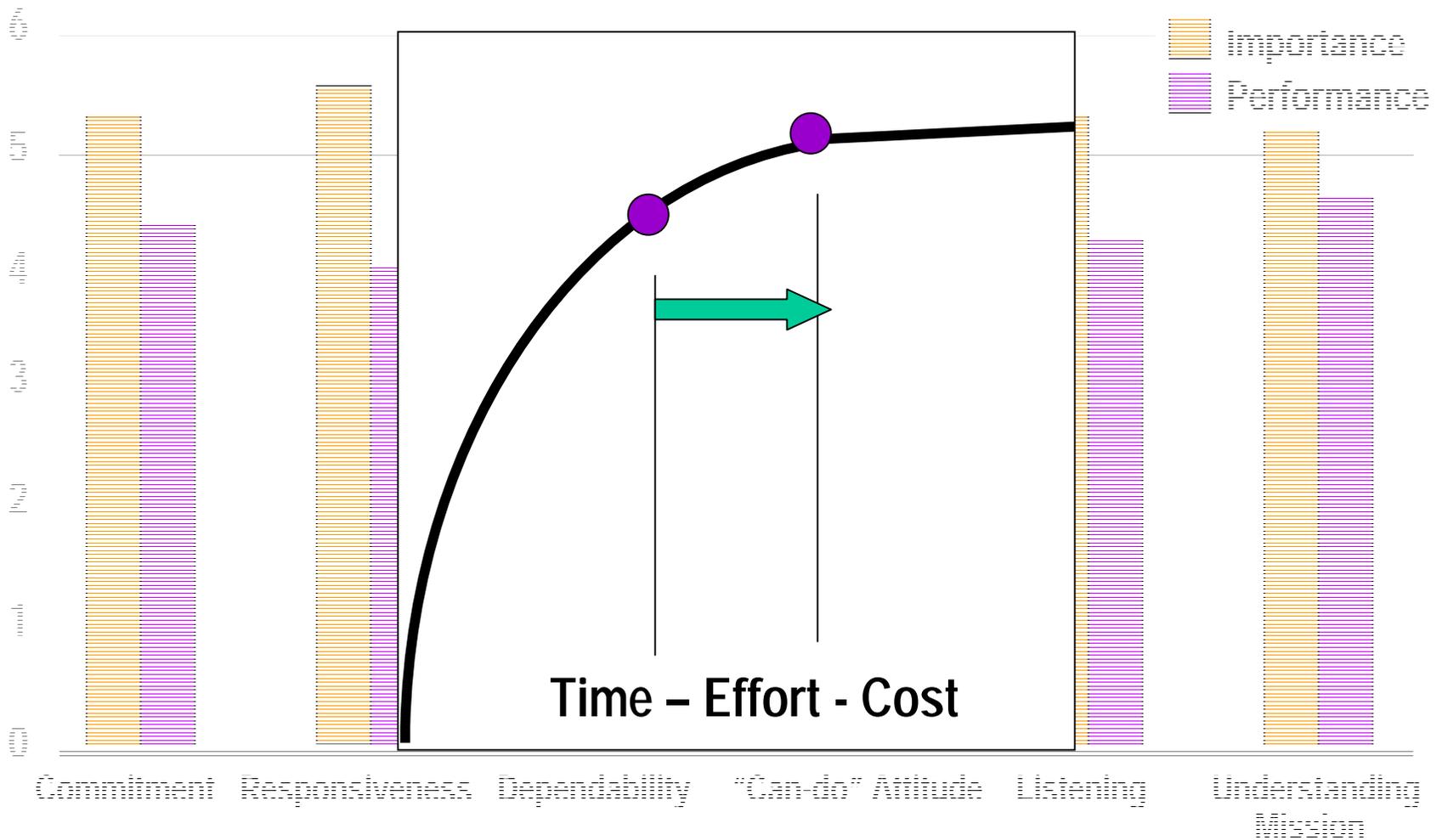
# Client Satisfaction Index

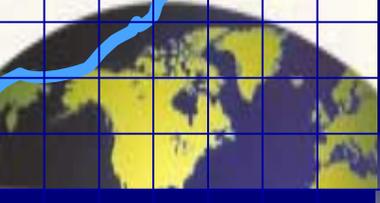


# Managing Relationships - Attributes



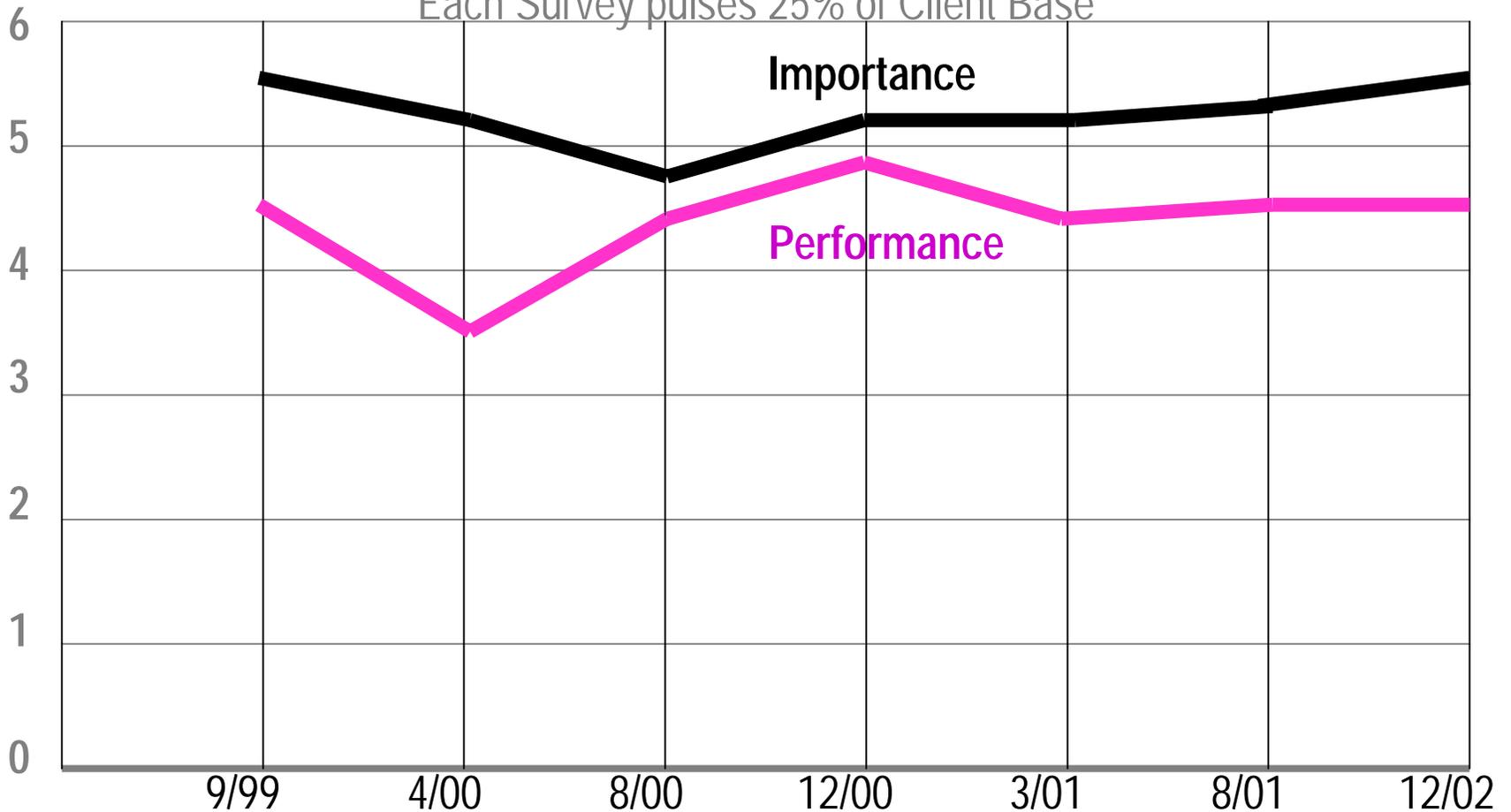
# Managing Relationships - Attributes

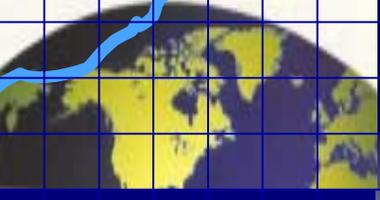




# Managing Relationships

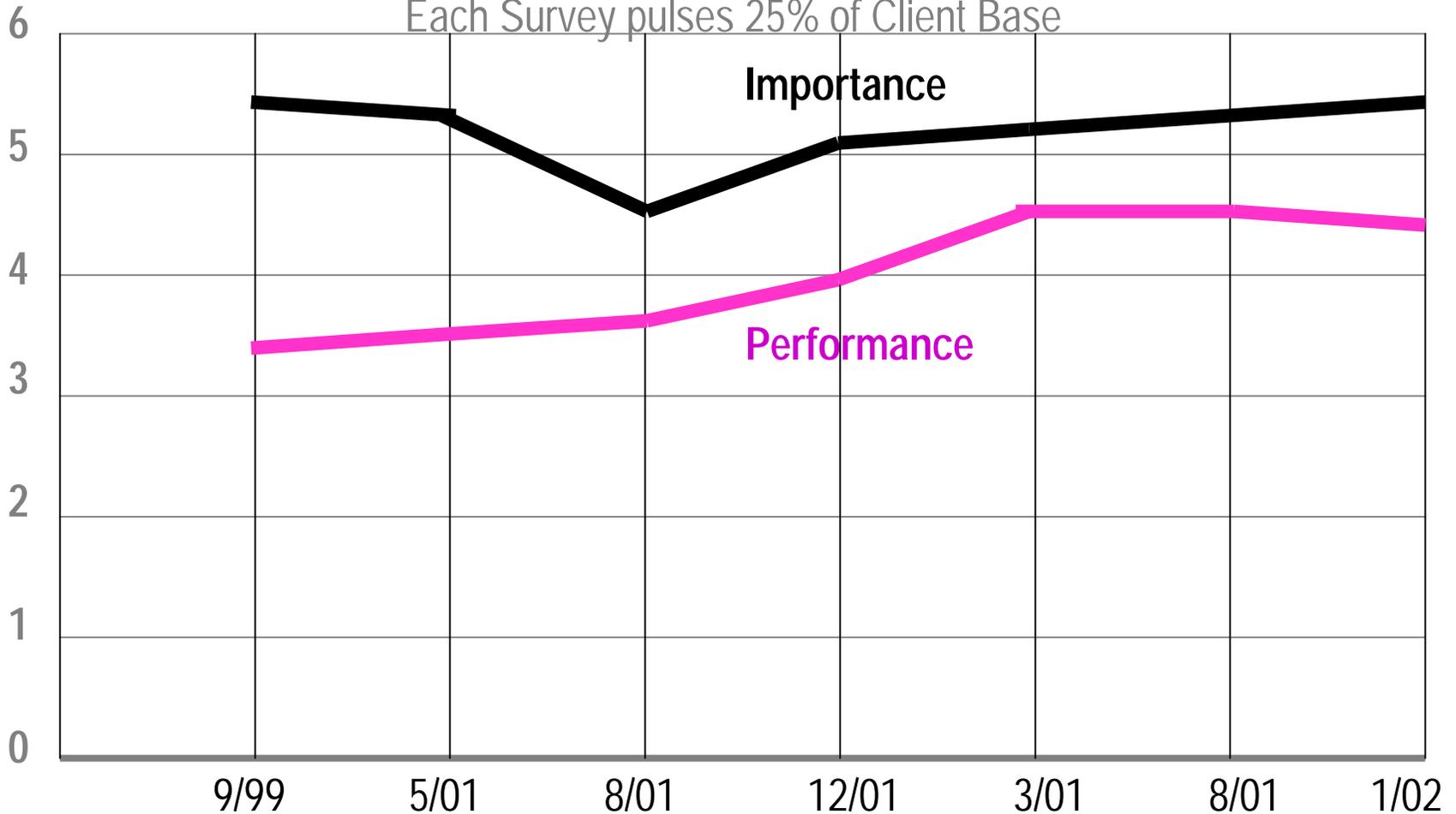
Each Survey pulses 25% of Client Base

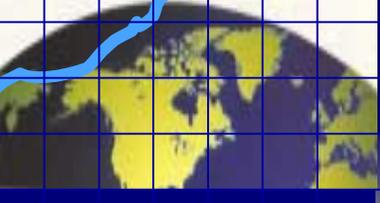




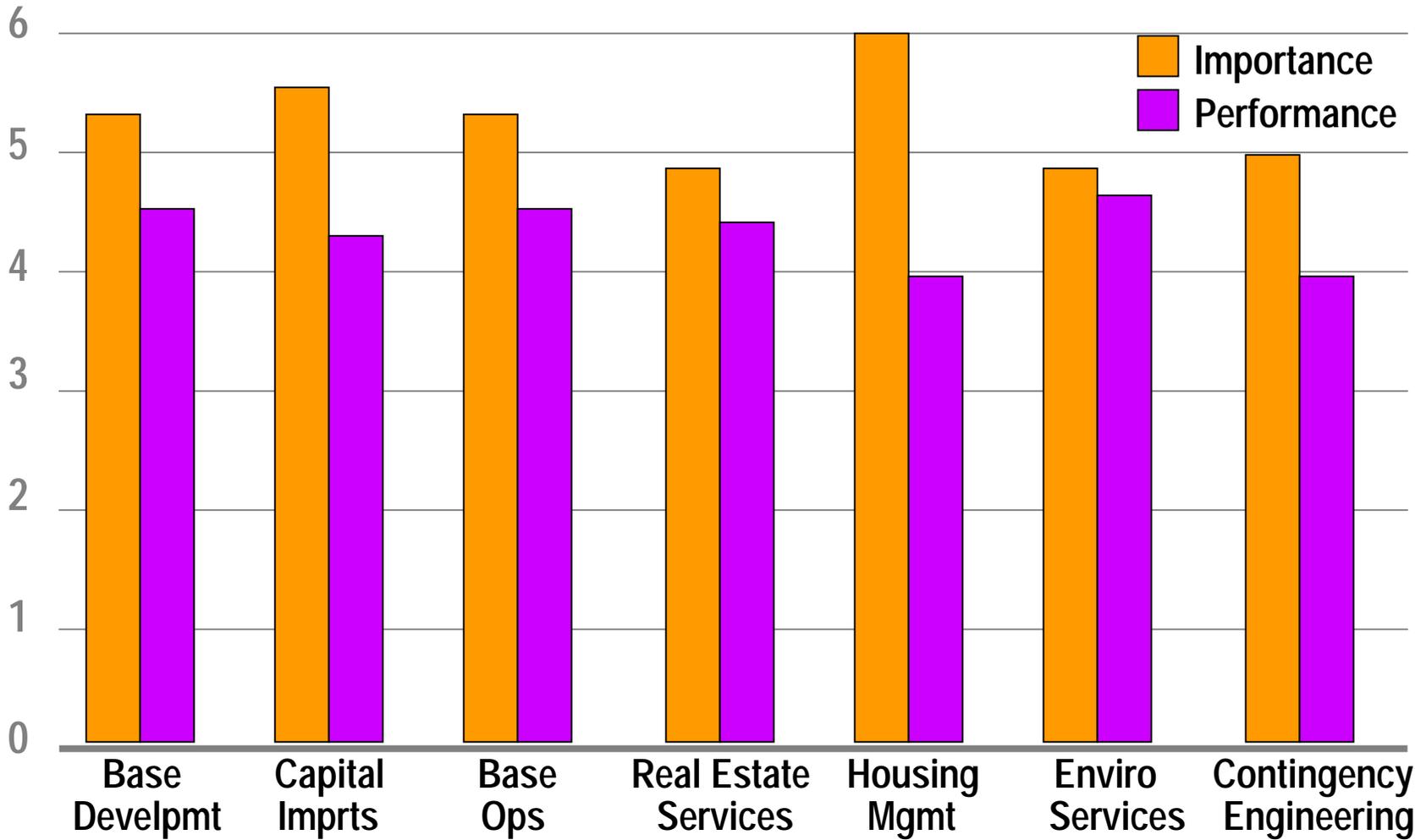
# Meeting Expectations

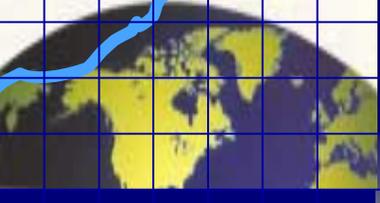
Each Survey pulses 25% of Client Base



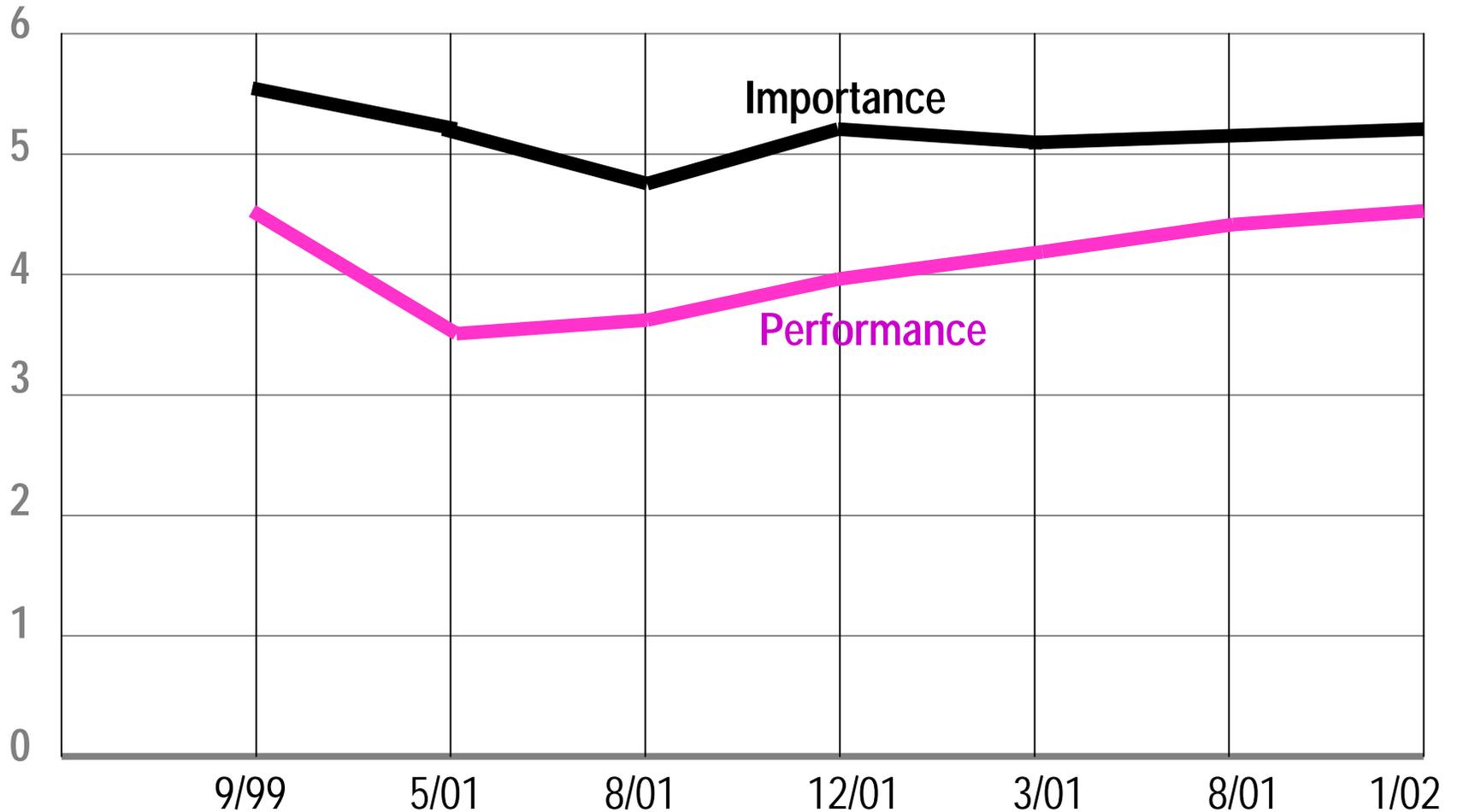


# Client Feedback: Business Lines

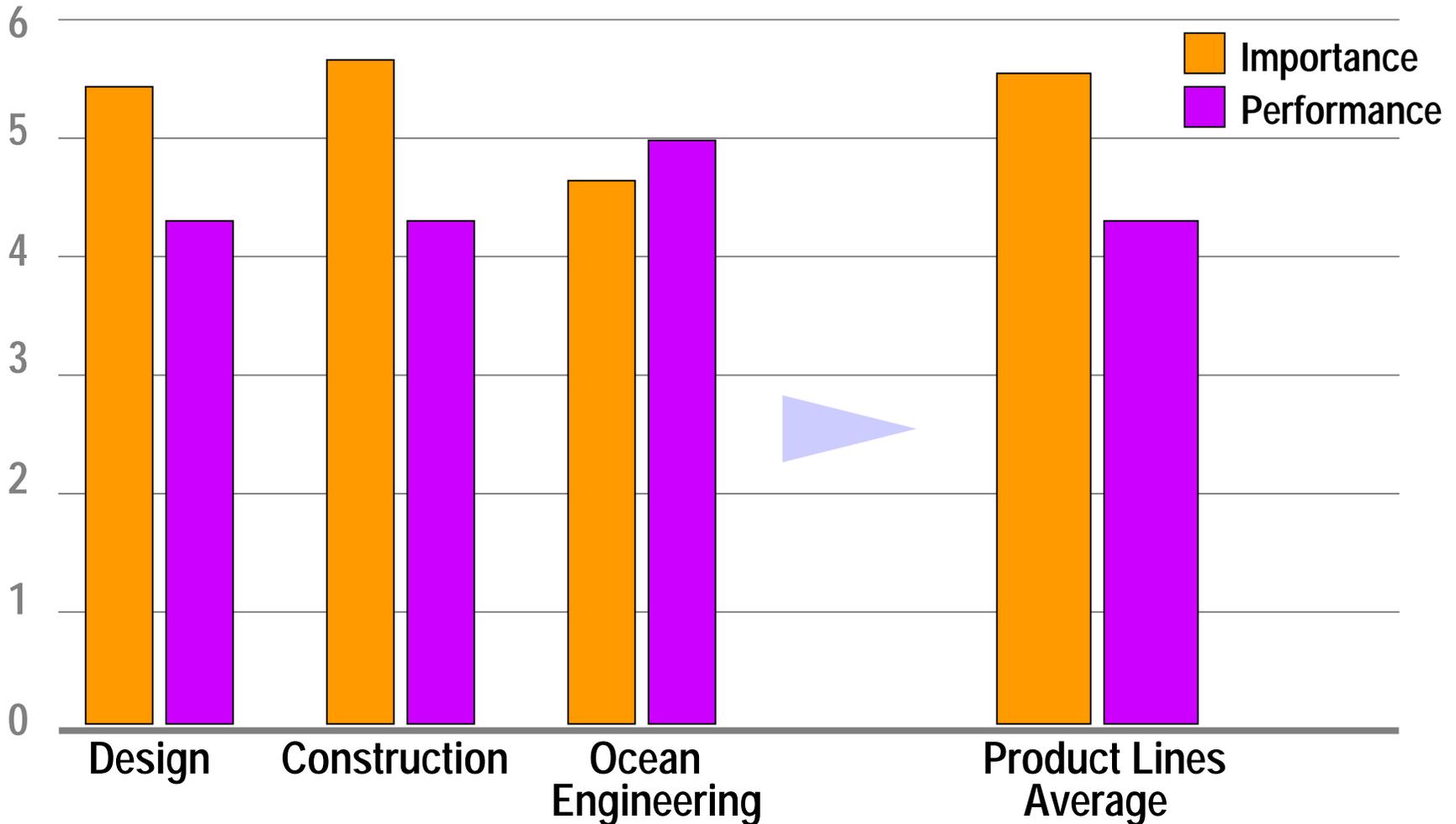




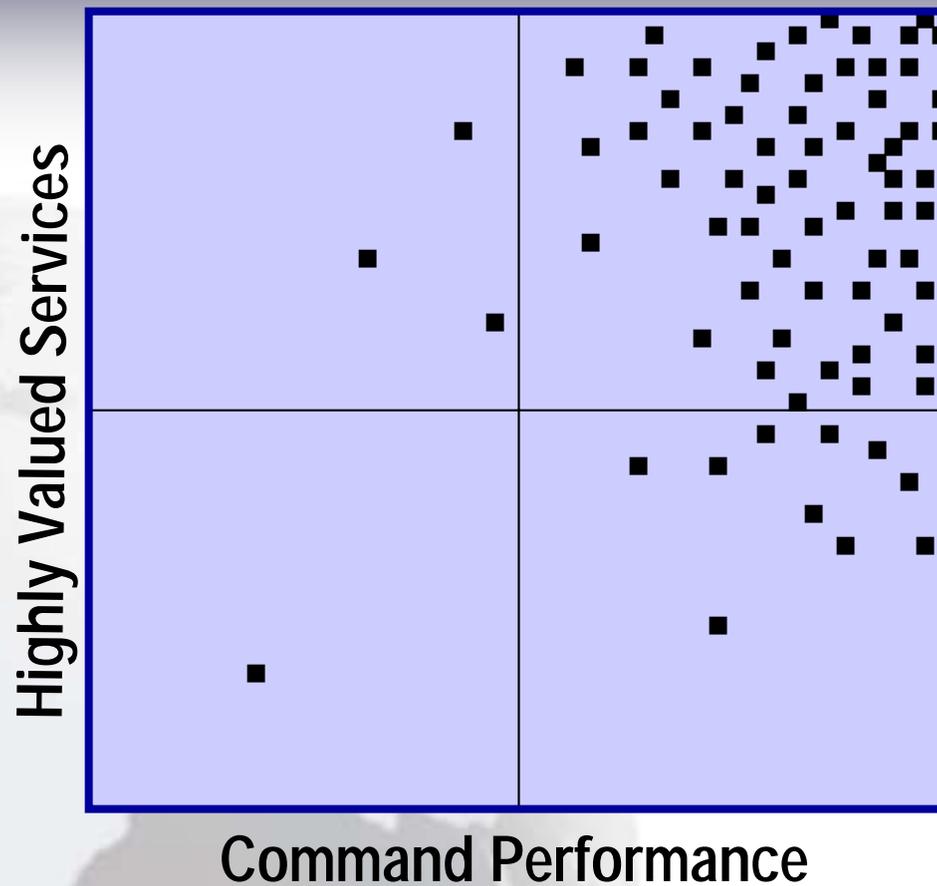
# Client Satisfaction - Business Lines



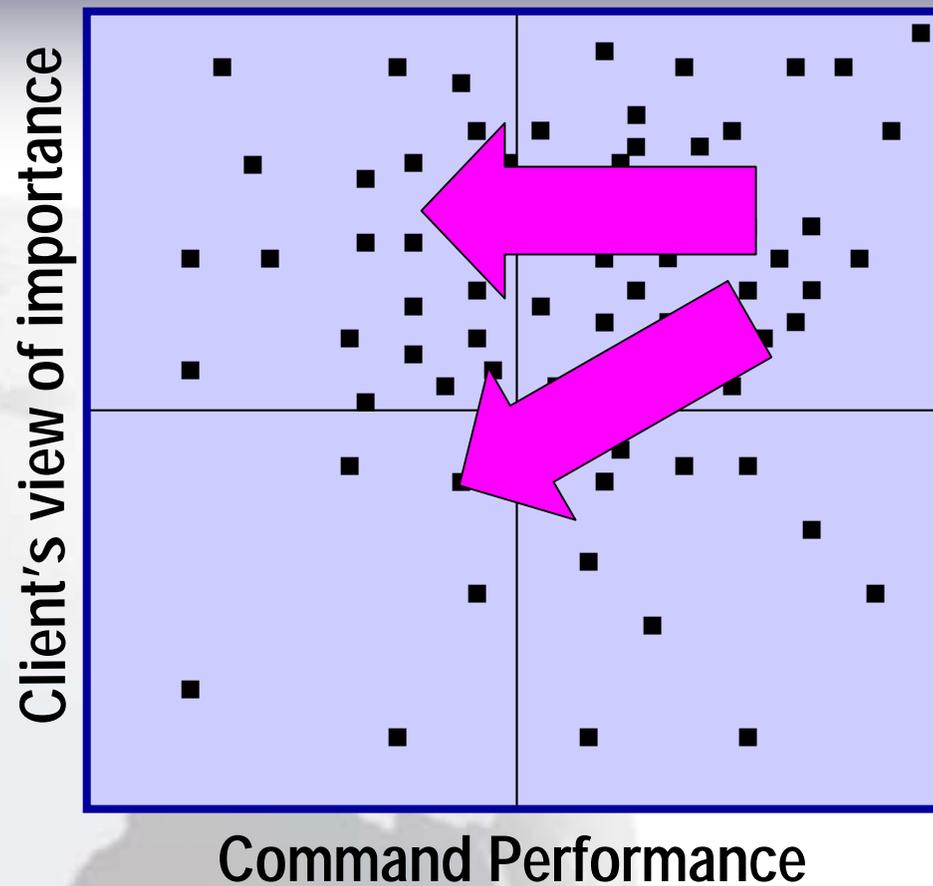
# Client Feedback: Capital Improvements



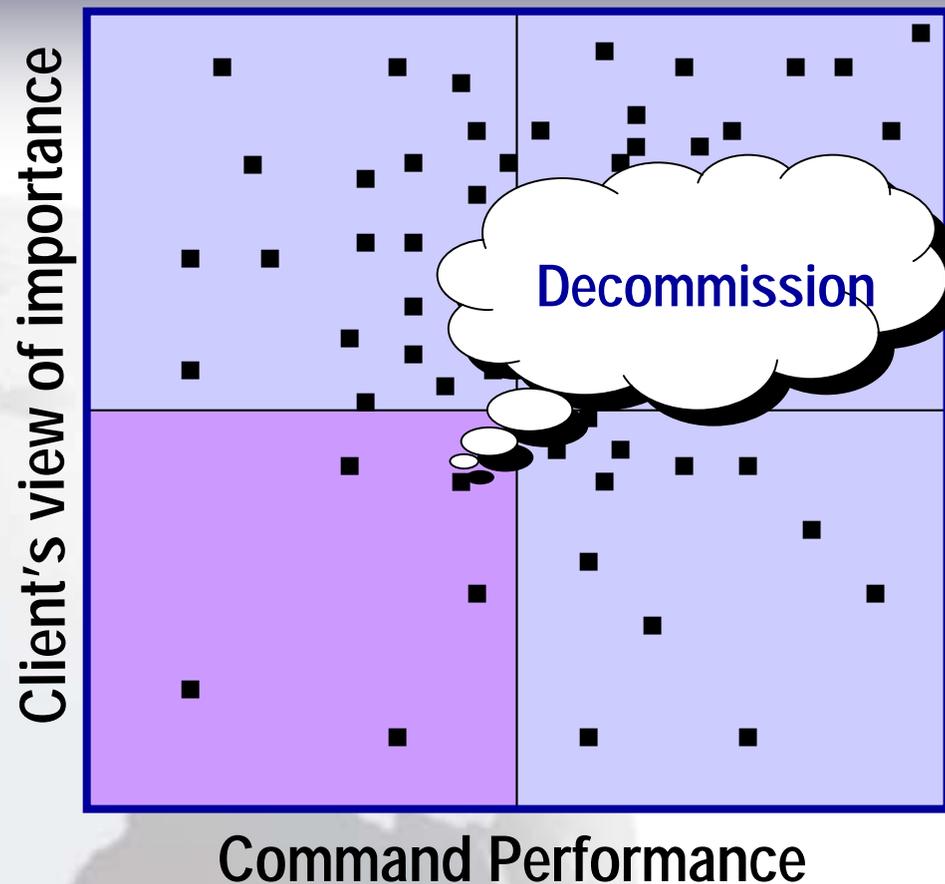
# Our Perception



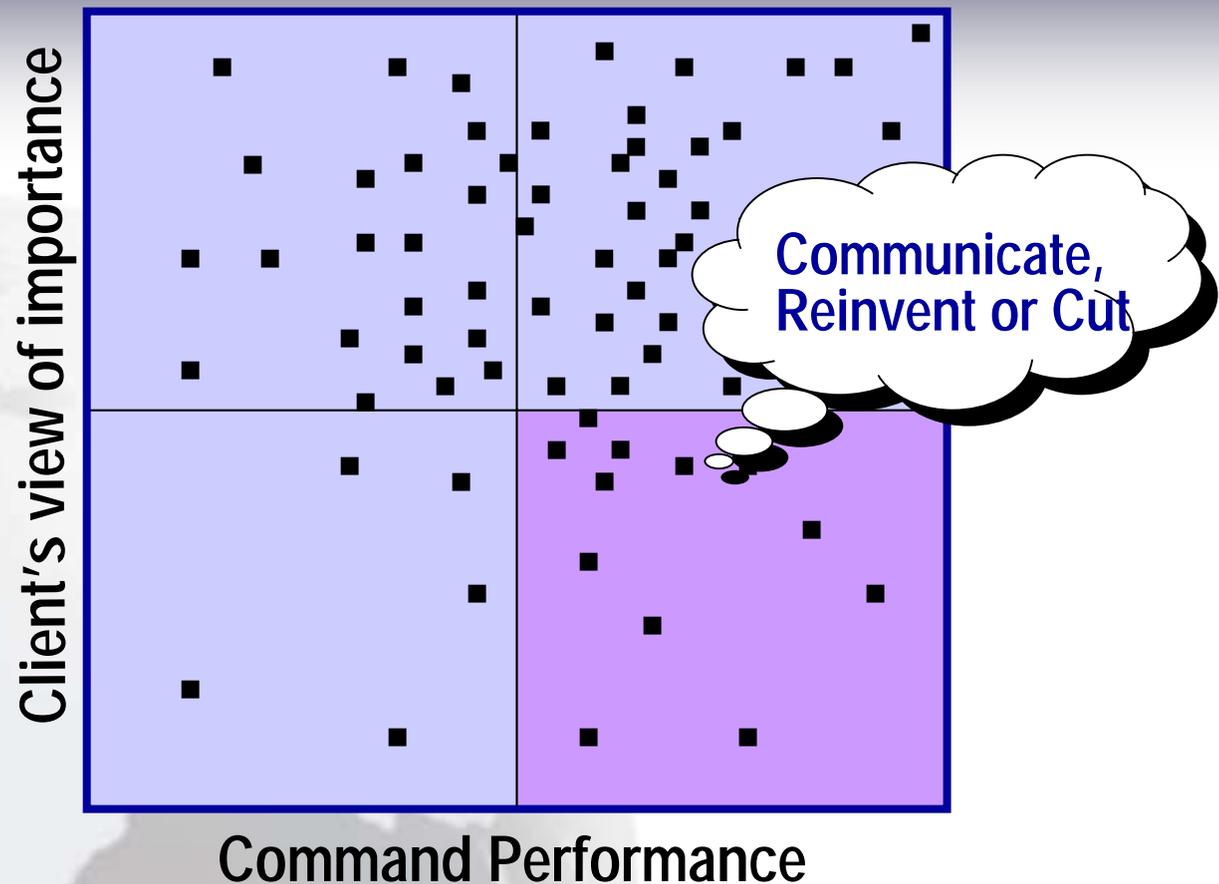
# Client's Perception



# Client's Perception

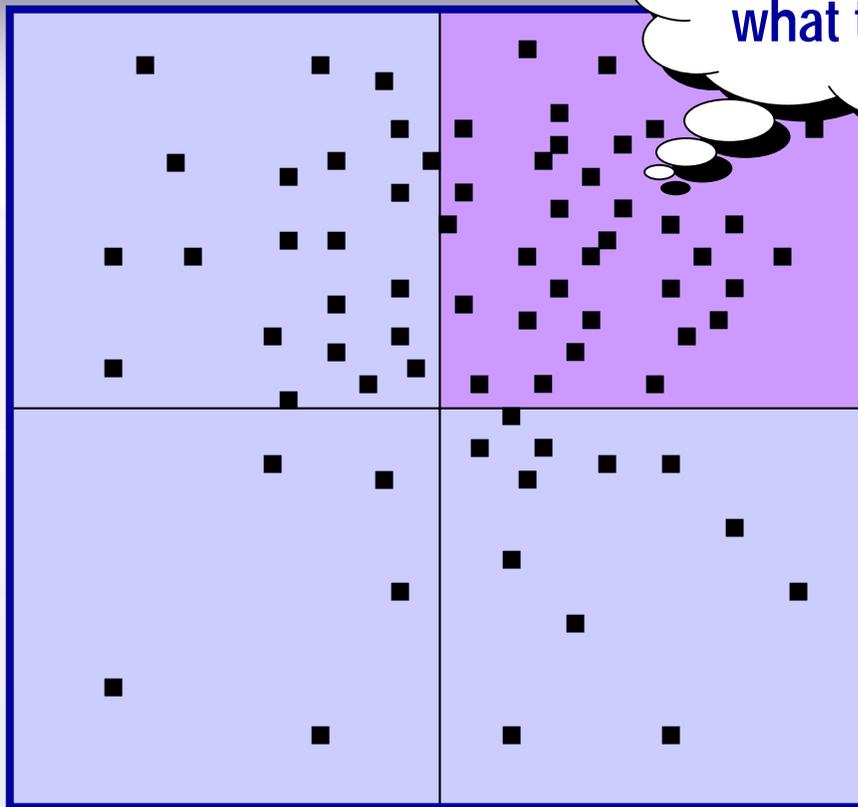


# Client's Perception



# Client's Perception

Client's view of importance

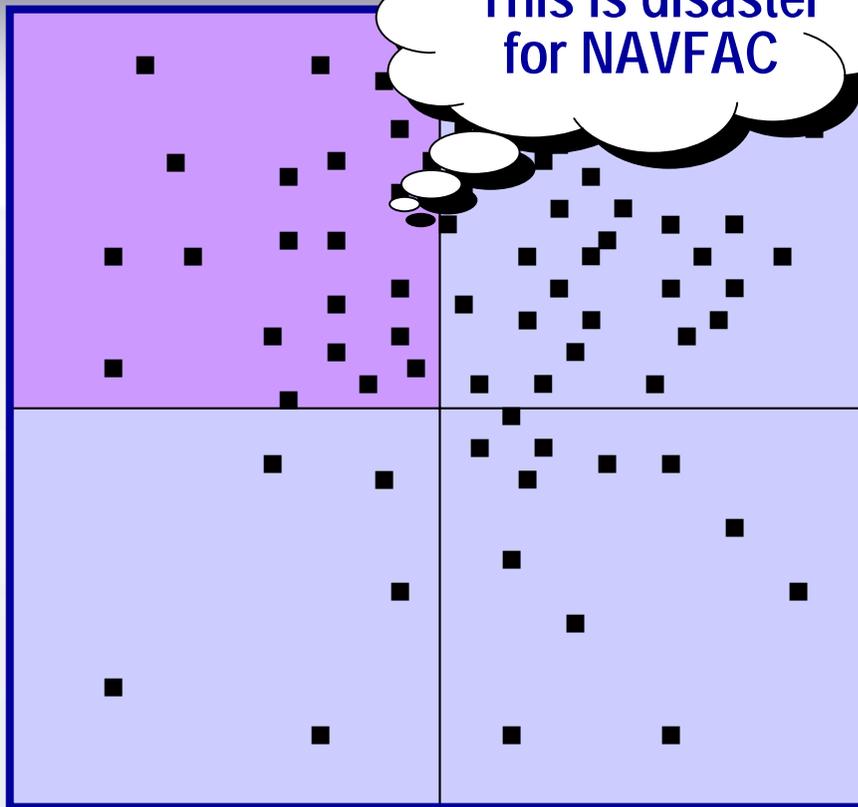


Know why &  
what to improve

Command Performance

# Client's Perception

Client's view of importance



Command Performance

# Vertical Alignment

## CNO's Top Five Priorities



# Effectiveness of Capital Improvements

☑ Performance in support of CNO Top 5 Priorities

Notional idea

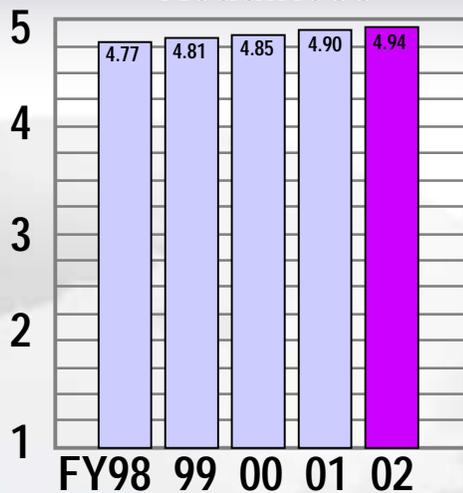
EXCEEDS  
EXPECTATIONS

MEETS  
EXPECTATIONS

BELOW  
EXPECTATIONS

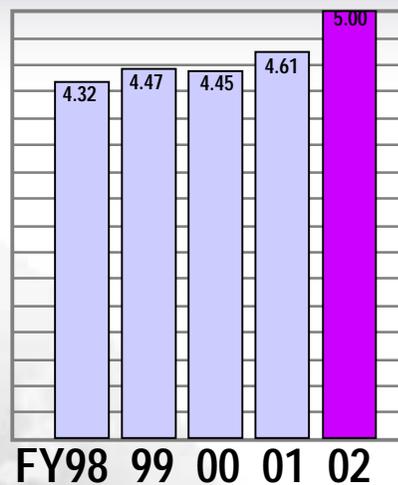
Fac Surveyed

### Short Term Readiness



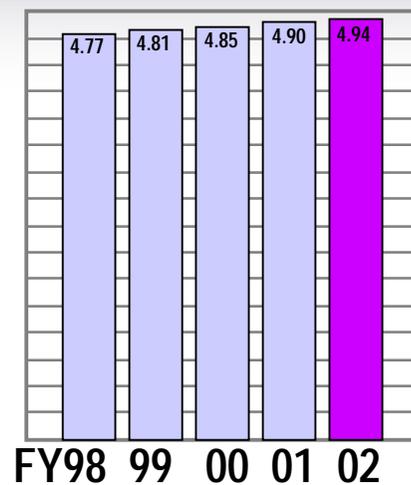
8 12 14 8 16

### Quality of Service



2 8 10 8 1

### Manpower



3 4 3 12 2

*.....improving how we tell our story.....*

# Ultimate Goal

Performance  
Indicators (what)

Performance  
Measures (how well)

**Inputs**

**Efficiency**

**Outputs**

**Effectiveness**

**Outcomes**

**Relevance**

**Impact**

**Sustainability**

**Significance**



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Supporting IPTs & the field

# Do it right the first time

## Quality of Service



**"...the NAVFAC Team (LANTDIV / EFA Med) has provided the highest quality of DoD facilities constructed this theater.....  
.....outstanding professionalism in all aspects of this initiative..."**

***Admiral Lopez, CINCUSNAVEUR***

# What is our Value Proposition? Competitive Advantage

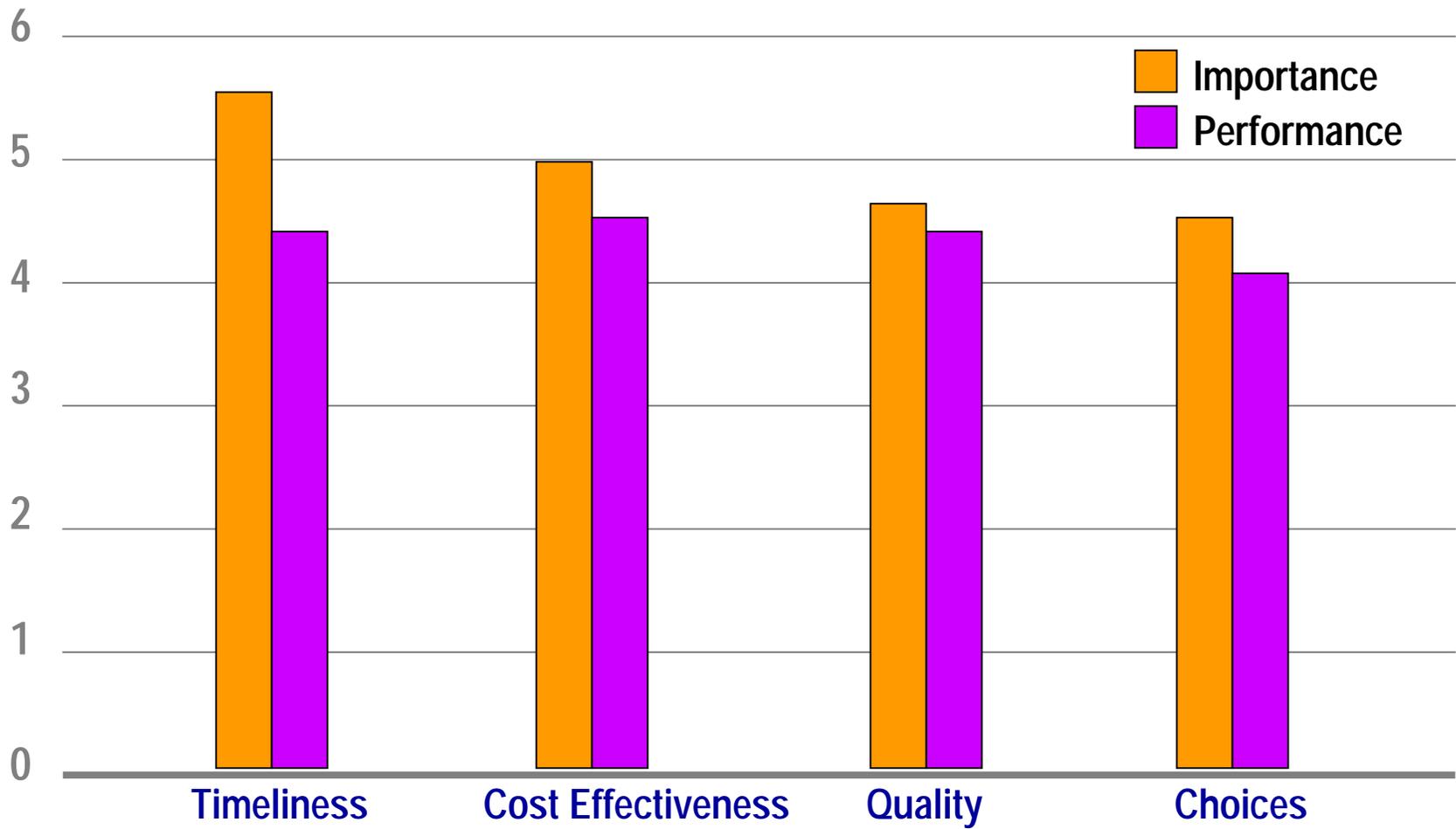
**Quality**  
(Better)

**Cost**  
(Cheaper)

**Timeliness**  
(Faster)

**Quality of  
Delivery**  
(Easier)

## Meeting Expectations - Attributes



NOW EVERY MONTH! NET COMPANY  
YOUR GUIDE TO COMPETING ON THE

# EAST COMPANY

WHAT ARE YOU WORKING ON? / MAY 2004

# Speeded Wins

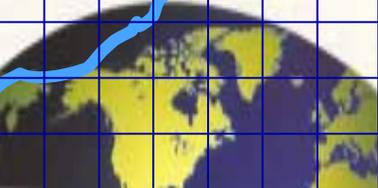
## HOW FAST ARE YOU?

...UP YOUR STARTUP  
...SPEED TEAM?  
...BIG BLUE FASTER

**SLOW DOWN!**  
"YOU CAN DO ANYTHING—  
BUT NOT EVERYTHING!"

US 15 WAYS TO AVOID BURNOUT



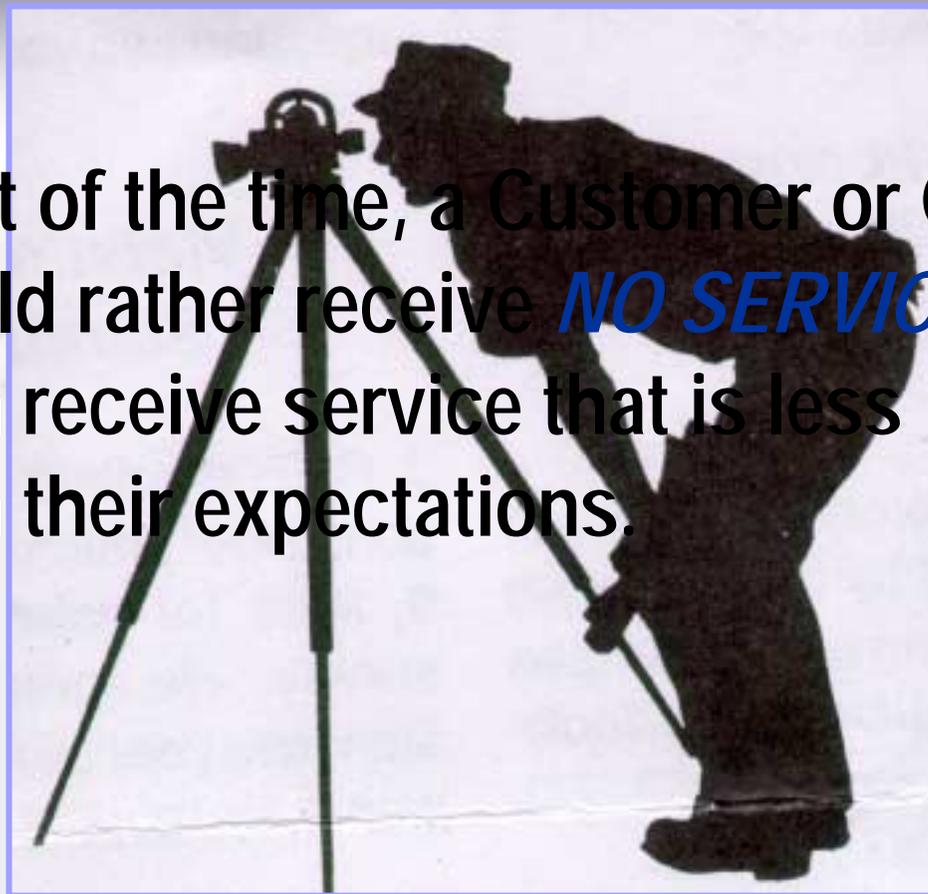


# Service Industry

Most compelling driver:



Most of the time, a Customer or Client would rather receive ***NO SERVICE***, than receive service that is less than their expectations.



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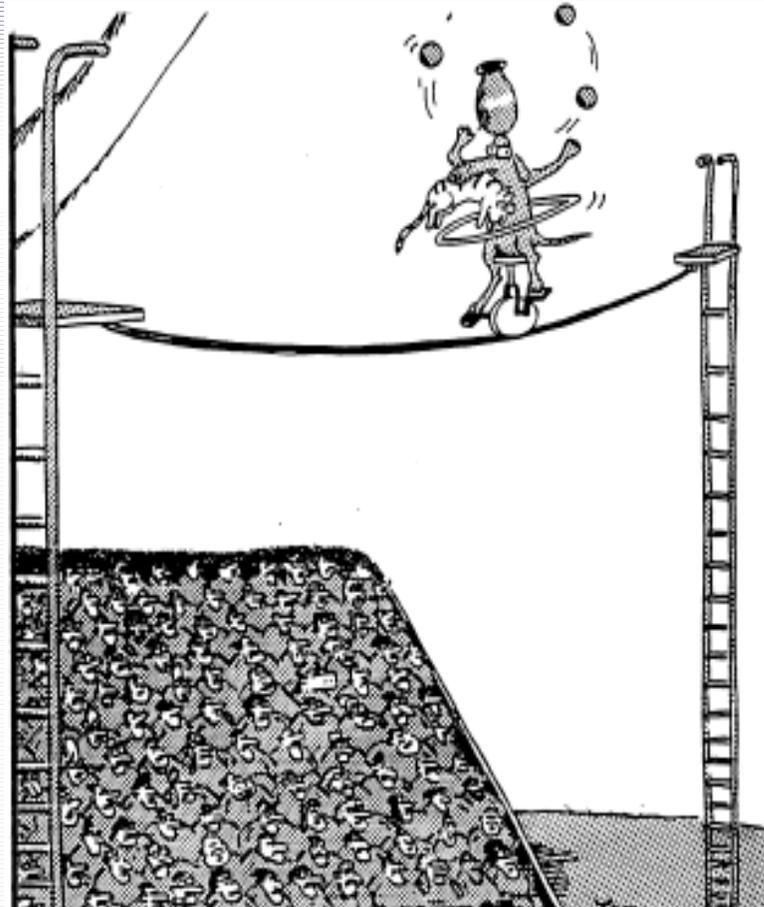


The New World of Choice



Supporting IPTs & the field

# The Challenge



High above the hushed crowd, Rex tried to remain focused. Still, he couldn't shake one nagging thought: He was an old dog and this was a new trick.

*M*

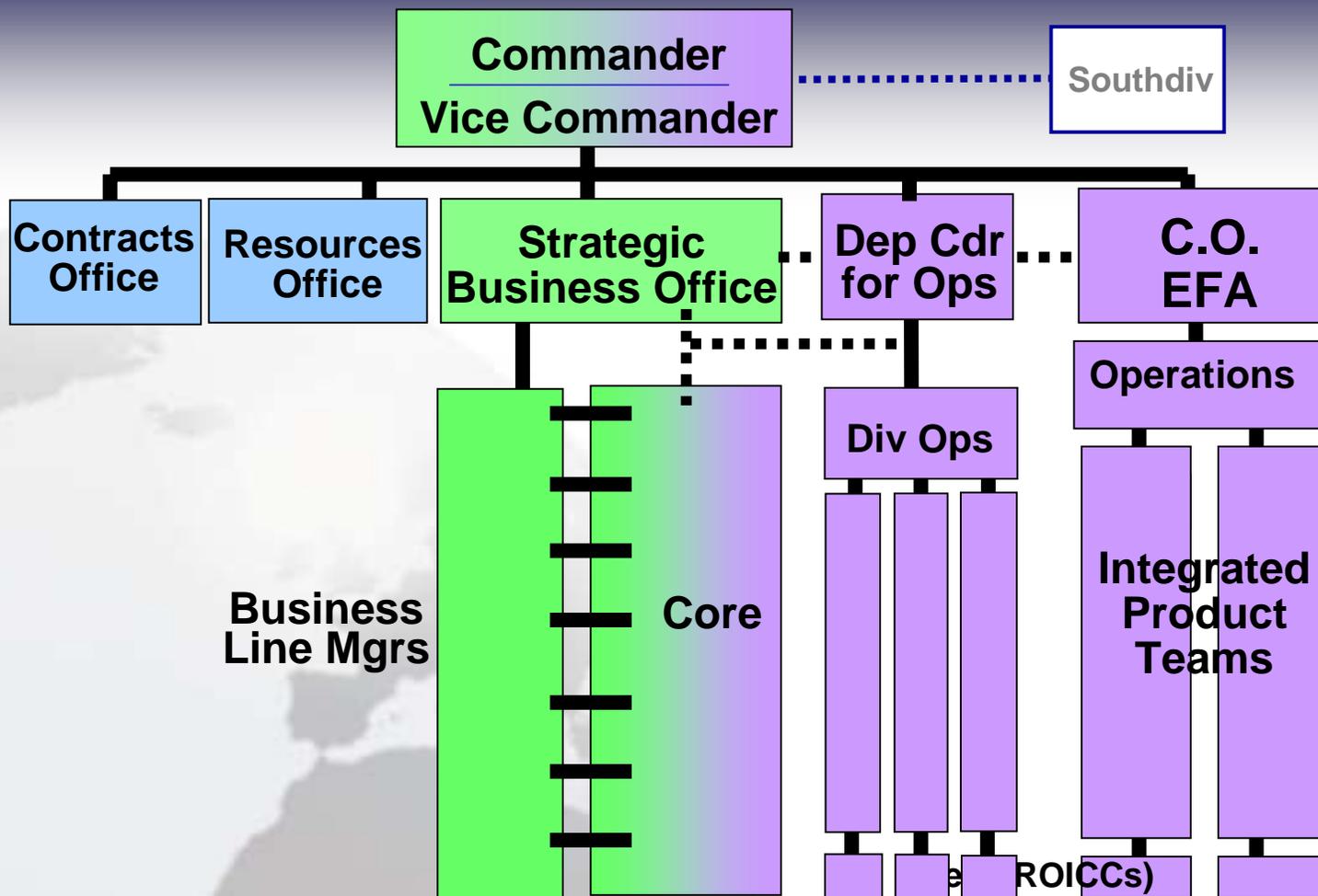
# Organization

## Key Roles

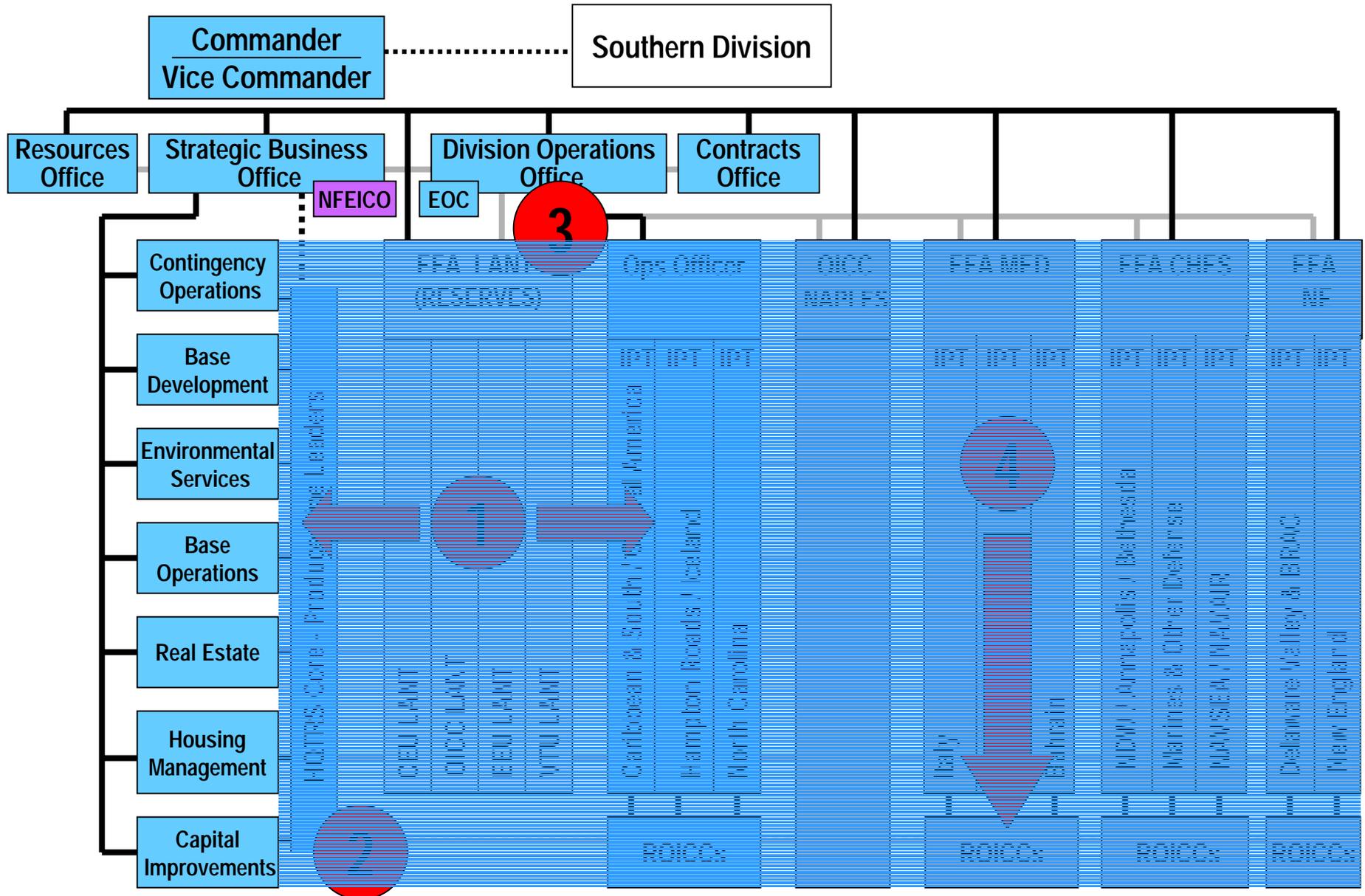
Strategic &  
Program  
Mgmt

Execution  
Platform

Support  
Role



# Atlantic Division



# Moving through Action Phase

## Still in Thinking Stage

- CM & Mentoring
- LD Program improvements
- Telecommuting
- Support of Professional Registration & Certification
- Interdependency initiatives
- BMS

## Actions in Progress or Complete

- New Employee Orientation
- Employee Sponsorship
- IPT Co-location
- Alignment with Navy Regions
- LnO Program roll-out
- Performance Metrics
- Correcting Organization/Processes
- Modify CONOPs in sync w/changes
- Communications initiatives
- Exit Interview Process – Metrics
- Redesign of Web for Clients & internal employees
- ieFACMAN – Positioning / Ldrship
- Workforce SubCommittee

