

# COMNAVRESFORCOM Realignment Structure

ADMINISTRATIVE MESSAGE

ROUTINE

R 241300Z JUL 02 ZYB

FM COMNAVRESFORCOM NEW ORLEANS LA//N00//

TO NAVRESFORCOM

INFO COMNAVRESFOR NEW ORLEANS LA

COMNAVAIRES NEW ORLEANS LA

UNCLAS PERSONAL FOR ALL CO'S AND CMC'S //N01000//

MSGID/GENADMIN/COMNAVRESFORCOM//

SUBJ/COMNAVRESFORCOM REALIGNMENT STRUCTURE//

RMKS/1. ON 20 JULY 2002, I ASSUMED COMMAND OF THE NEWLY REORGANIZED COMMANDER NAVAL RESERVE FORCES COMMAND (CNRFC). UNDER THIS REALIGNMENT STRUCTURE, ALL NAVAL RESERVE AIR AND SURFACE COMMANDS EXCEPT FOR OUR AVIATION SQUADRONS, WINGS AND NALO WILL COME UNDER THE UMBRELLA OF CNRFC. OUR NEW LOGO CAPTURES THE VISION OF OUR NEW COMMAND; SERVICE TO OUR DRILLING RESERVISTS AND READINESS TO THE NAVY. OUR NEWLY FORMED STAFF HEADQUARTERS WILL BE FOCUSED ON IMPROVING THE PROGRAMS AND ALLOCATING RESOURCES TO MAXIMIZE SUPPORT TO OUR RESERVISTS IN THE FIELD, ENABLING THEM TO BETTER SUPPORT NAVY'S REQUIREMENTS.

2. IN THE COMING MONTHS, WE WILL ANNOUNCE NEW INITIATIVES TO CORRECT LONGSTANDING STRUCTURAL AND CULTURAL BARRIERS THAT HAVE HINDERED OUR ABILITY TO BECOME A WORLD CLASS PROVIDER OF QUALITY CUSTOMER SERVICE TO OUR DRILLING RESERVISTS. IF YOU ARE A COMMANDING OFFICER OR COMMAND MASTER CHIEF/LEADING CHIEF, I EXPECT YOU TO START A FILE. THESE INITIATIVES WILL BE NUMBERED SEQUENTIALLY, AND I EXPECT YOU TO NOT ONLY BE CONVERSANT ABOUT THEIR SUBSTANCE, BUT TO LEAD IN THEIR INTRODUCTION. WE WILL BEGIN WITH OUR TOP 3 ISSUES, TRAVEL, ORDERS, PAY (T. O. P.). TRAVEL ITINERARIES FOR OUR RESERVISTS WILL BE AVAILABLE WITHIN 48 HOURS OF ORDER APPROVAL. NEW PROCEDURES FOR IMPROVING ORDER WRITING TO ALLOW FOR QUICKER APPROVAL AT THE COMMAND LEVEL ARE FORTHCOMING. PAY PROBLEMS WILL BE DEALT WITH EXPEDITIOUSLY, REDUCING THE BUREAUCRACY WE'VE BUILT INTO THE PROCESS. METRICS WHICH MEASURE OUR PERFORMANCE IN THESE AREAS WILL BE DEVELOPED AND AVAILABLE FOR YOU TO MONITOR AND USE TO IMPROVE YOUR CUSTOMER SERVICE.

3. AS WE WORK ON IMPROVING OUR PROGRAMS AND POLICIES HERE IN NEW ORLEANS, THE SOLUTIONS WE DEVELOP WILL BECOME THE FOUNDATION FOR DEVELOPING A CULTURE OF EXCELLENCE IN SERVICE TO OUR DRILLING RESERVISTS. WHILE THERE IS MUCH WORK TO DO AT STAFF HEADQUARTERS, A CRITICAL PART OF

THE SOLUTION RESIDES WITH THE FULL TIME LEADERSHIP AT OUR LOCAL COMMANDS. THE RESERVE CENTERS, READINESS COMMANDS AND AIR RESERVE STAFFS MUST UNDERSTAND THAT THEY WORK FOR THE DRILLING RESERVISTS, AND NOT VICE-VERSA. OUR FTS PERSONNEL ARE THE CUSTOMER SERVICE AGENTS FOR OUR DRILLERS, AND WE MUST INTERNALIZE THAT FACT SO THAT WE REDUCE THE IMPEDIMENTS TO SUCCESS IN OUR PROGRAMS. ACCELERATED PAY PROBLEM PROCESSING, QUICK TURN AROUND ON ORDERS AND TRAVEL ARE JOB #1 FOR OUR FULL TIME PERSONNEL. UNDERSTAND THIS SINGLE ISSUE AND WE WILL MAKE GREAT PROGRESS IN BECOMING THE WORLD CLASS ORGANIZATION WE ARE CAPABLE OF.

4. I HAVE GREAT CONFIDENCE IN OUR LEADERSHIP, BOTH IN THE FIELD, AND ON OUR NEW STAFF, AND LOOK FORWARD TO GREAT PROGRESS IN THE FUTURE. OUR MAIN CHALLENGE IS EFFECTIVE RESTRUCTURING OF PROGRAMS AND POLICIES, AND THAT EFFORT IS UNDERWAY IN NEW ORLEANS. LEAD FROM THE FRONT ON THESE ISSUES AT YOUR LOCAL COMMANDS, AND I LOOK FORWARD TO WORKING WITH YOU ALL TO IMPROVE OUR NAVAL RESERVE FORCE. RADM MCLAUGHLIN SENDS.//

BT  
NNNN