

Thomas R. Bloom to step down from DFAS Director

ARLINGTON, Va. (Nov. 13, 2003) -- Thomas R. Bloom announced in a letter to Defense Finance and Accounting Service employees that he will step down from serving as director of DFAS within the next 30 days.

"Being part of the world's largest finance and accounting operation has been a terrific experience. As director, I share your great appreciation for the DFAS mission and your sense of duty toward our customers -- the men and women who defend America," Bloom said. "Your passion and dedication helped make my tenure successful and, more importantly, helped bring the best value in finance and accounting services to the Department of Defense and the American taxpayer."

Since Bloom took the reins at DFAS in 1999, DFAS has seen significant progress. Scores on its annual Organizational Assessment Survey, which evaluates organizational health and employee satisfaction, have improved an average of 9 percentage points per measure. Customer satisfaction has also improved according to annual independent surveys which saw an increase of 5 percentage points on average from 2002 to 2003 in recovery, choice, access, knowledge, timeliness tangibles, reliability, quality and courtesy. While making this progress, DFAS has continually lowered the percentage of the Department of Defense budget spent on DFAS operations from 0.56 percent in Fiscal Year 1999 to 0.34 percent in FY 2003, a decrease of almost 40 percent. A more efficient DFAS contributes to national security by allowing more of every dollar to go toward training, equipping and protecting the men and women who defend America.

"The DFAS of today is very different from the one that existed five years ago," Bloom said. "We are a leaner organization that delivers better products and services than ever before. I know you will continue to build upon these successes to transform DFAS into a truly world-class finance and accounting organization. The next director, when selected, will inherit a strong team committed to integrity, innovation and service -- one that is the federal leader in finance and accounting services."

No announcement of his replacement has been made.

Related Links:

http://www.dfas.mil/about/le_bloom.htm