

DFAS Focuses on Placing People First

By Audrey Eckhart, Director, Policy and Performance Management

The Defense Finance and Accounting Service (DFAS) is charged with providing efficient, exceptional quality pay and financial information to the Department of Defense (DoD). We all know, however, that organizations don't make things happen - PEOPLE do. As a 30 year veteran of the federal government, I know firsthand the contributions, both big and small, that individuals make in support of our mission. Last year alone, we served 6.4 million customers and processed 169 million pay transactions. Without question, we couldn't have made that happen without our most important resource - our people.

We believe employees who are satisfied will stay with DFAS and contribute mightily to the mission. As a result, one of the Agency's nine strategic objectives is "Increase Employee Satisfaction." This isn't just about ensuring that employees are happy; rather, it's about engaging and empowering our employees, recognizing them for a job well done, and seeing them demonstrate personal leadership traits such as trust, accountability ownership, innovation, and willingness to take risks. Our employees have the knowledge and contact with customers to be the source of quality service. They are the foundation of everything we do, so by engaging and empowering them, they will be better equipped to understand customer needs and deliver first-class service.

As a DFAS leadership team, we've challenged ourselves to empower the workforce to take ownership of customer issues and go beyond the boundaries of their job descriptions. This means doing whatever it takes to better serve our nation's best – the men and women who selflessly serve our country. But how do we do that? One way is to ensure our employees feel recognized and appreciated for their positive contributions. But we can't do this alone: we need your help! If there is a DFAS employee who has provided you with exceptional service, please let us know. You can send an email with information about your positive experience to DFASSTRATEGY@dfas.mil. We are privileged to serve with you as we work together to support our War Fighters, and we thank you in advance for helping us recognize members of the DFAS workforce who have delivered first-class customer service to you.

We are committed to our people, and that's why I am honored to lead our efforts to continually improve employee satisfaction, as well as work with you to provide first-class service.

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The DFAS strategy is comprised of nine strategic objectives, each led by a Senior Executive Service champion. Collectively, the strategic objectives align our efforts and provide the framework for achieving our Vision – to be a recognized leader in DoD's financial management by consistently delivering first-class service and products. Each month we will feature a different strategic objective.

