



## DIRECTOR'S POLICY 500-24

### AGENCY PERFORMANCE AND RESULTS PROGRAM

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**Originating Component:** Change and Strategic Management Office

**Effective:** September 16, 2022

**Releasability:** Unlimited. This Director's Policy (DP) is approved for public release and is located on the Defense Commissary Agency's (DeCA) internet website at [www.commissaries.com](http://www.commissaries.com).

**Reissues and Cancels:** DP 500-24, "Agency Performance and Results Program," June 29, 2018

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**1. PURPOSE.** This DP documents DeCA support and provides guidance for the Government Performance and Results Act Modernization Act (GPRAMA) of 2010 (Public Law 111-352) and Office of Management and Budget (OMB) Circular A-11, Part 6.

#### **2. POLICY.**

a. Managing Agency performance includes an ongoing assessment of measuring and evaluating results to support decisions and determining 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 and patron-focused culture wherein setting aggressive but realistic goals is the norm, where accountability is expected, and where occasional failures are viewed as opportunities to learn and adjust our course, as we strive to better deliver the commissary benefit. 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 a performance-based culture and establish challenging performance goals as approved by the Director in support of the Agency's 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, treating all with dignity and respect.

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

(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) Be accountable in assessing Agency goals and outcomes to identify improvements and efficiencies that best serve our patrons.

(3) Take ownership of their performance results and behavior.

(4) Ensure disciplined approaches in managing store activities and resources to gauge success.

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

(6) 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 achieving the Agency performance goals within their assigned areas of responsibility.

(2) Recommend improvements or innovative opportunities to their supervisors, or through such avenues as the DeCA Think Tank or the DeCA IDEAS Program.

**4. APPLICABILITY.** This DP assigns responsibility for accomplishing the requirements of DoD publications program in accordance with DoDI 5025.01. This DP applies to all DeCA activities and all DeCA personnel.



William F. Moore  
Director

Attachments:  
As stated

Figure 1: DeCA's Performance Plan



Figure 2: Performance Management Elements Aligned to Strategic Guidance

