UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT
WASHINGTON, DC 20415-0001

OFFICE OF THE DIRECTOR

Lieutenant General Henry T. Glisson
Director
Defense Logistics Agency
8725 John J. Kingman Road
Suite 2533
Fort Belvoir, VA 22060

Dear General Glisson:

Congratulations on the Defense Logistics Agency's (DLA) continuing success in quality management implementation and continuous improvement. This year, the ***Defense Contract Management Command, New York; Staten Island, NY***, and the ***Defense Contract Management Command, Twin Cities; Bloomington, MN***, were selected as Program Finalists for the 1999 President's Quality Award Program.

These organizations join the other DLA organizations that have been recognized over the past eleven years for their customer service and process improvement accomplishments, including the DCMC, Long Island, the recent past winner of the Presidential Award for Quality.

Other Department of Defense organizations receiving 1999 President's Quality Award Program awards are the:

> ***374th Airlift Wing, Yokota Air Base, Japan***
> ***National Security Agency/Central Security Service, Fort Meade, MD***
> ***62d Airlift Wing, McChord Air Force Base, WA***
> as Award for Quality Improvement Recipients
>
> ***XVIII Airborne Corps and Fort Bragg Garrison Staff, Fort Bragg, NC***
> ***Watervliet Arsenal, Watervliet, NY***
> as Achievement Award Recipients
>
> ***Headquarters 7th Infantry Division and Fort Carson, Fort Carson, CO***
> ***Army Engineering and Support Center, Huntsville, AL***
> as Merit Award Recipients

I sincerely hope you can attend the ceremony honoring this year's quality award recipients. The ceremony is scheduled for July 15, 1999, in conjunction with the Excellence in Government'99 conference, at the Omni Shoreham Hotel, Washington, DC, in the Regency Ballroom. Ceremony proceedings are from 12:30-1:30 p.m. We are very pleased that Vice President Al Gore is the ceremony's keynote speaker.

You are invited to join us for lunch, beginning at 11:45 a.m. For security purposes, please plan to arrive by 11:30 a.m. Immediately following the ceremony, there will be a dessert reception to honor all quality award recipients.

The President's Quality Award Program recognizes Federal Government organizations that have improved their overall performance and capabilities while providing high quality products and services to customers. Each year, the competition for the awards increases, and the Award Criteria become more rigorous. The 1999 DLA winning organizations continue the Commands's fine tradition of tenacious dedication to customer service and commitment to performance excellence. They illustrate how successful implementation of quality management will help meet the challenges of the next century.

If you have questions or need information about arrangements, please have your staff call Mr. Clinton Sidwell of our Quality Award Program. He can be reached on (202) 606-5053. We would appreciate a verbal confirmation to Mr. Sidwell by July 1, 1999, to let us know whether your schedule permits your attendance.

I look forward to seeing you at the ceremony.

Sincerely,

Janice R. Lachance

Janice R. Lachance
Director