



# Strategic Plan **2017-2021** & Commander's Guidance



NAVAL SUPPLY SYSTEMS COMMAND

*Ready. Resourceful. Responsive.*

## Foreword

Naval Supply Systems Command (NAVSUP) has a tradition of meeting the tests of dynamic operating and fiscal environments and remains dedicated to ensuring the Navy is ready to meet its mission. It is the resiliency and adaptability of our supply community (civilian, active duty, and Reserve Component) that allows us to overcome challenges, provide solutions, and deliver to our customer. NAVSUP sustains the fleet today, plans for tomorrow, and is always ready for sea.

The NAVSUP Strategic Plan, supported by my Commander's Guidance, is rooted in the Navy's Design for Maintaining Maritime Superiority. Our strategic priorities directly support all Lines of Effort: strengthening naval power at and from sea, achieving high velocity learning at every level, strengthening our Navy team for the future, and expanding and strengthening our network of partners. This document defines the core mission of the NAVSUP Enterprise and sets a course to ensure our future relevance through improved and sustained support to the fleet.

Logistics is a warfighting capability. The NAVSUP Enterprise has a global and dynamic reach that enables warfighters to accomplish their mission across the full range of military operations. Enterprisewide collaboration requires effective communication, and the power of the team is enhanced through full and open sharing of real-time information across NAVSUP lines of effort. Our influence within and across the logistics network allows us to closely align with the warfighter and optimize available resources. Our relationships with Joint, federal agency, coalition, and commercial partners are also critical to how we deliver our products and services to our customers.

Our culture is the foundation to how we fight. Every member of our supply community has the ability to enhance, maintain, or diminish our organizational integrity through the actions they take. In all we do, we will reach our objectives by always doing what is right for the Navy and adhering to our guiding principles.

NAVSUP is proud to be the Navy's trusted provider of supplies, services, and quality-of-life support. Our success ensures the global supply chain is responsive to our customers' requirements in an ever-changing environment. Our supply community is committed to demonstrating how we fight every day by ensuring our Navy is ready and responsive.

**RADM Michelle C. Skubic, SC, USN**  
Commander, Naval Supply Systems Command  
Chief of Supply Corps



# NAVSUP STRATEGIC PLAN 2017-2021

## MISSION

To provide supplies, services, and quality-of-life support to the Navy and Joint warfighter.

## VISION

To be the Navy's trusted provider of supplies, services, and quality-of-life support.

## STRATEGIC PRIORITIES

**Our People:** We will continue to emphasize a culture of inclusion built upon the foundations of mutual trust, respect, and the value of diverse ideas. This environment welcomes innovation and courage by placing great value on new ways of thinking and the abilities and backgrounds of our people.

**Our Customers:** We earn our customers' trust and confidence, demonstrating our relevance by collaborating with them to maintain alignment to their operational and quality-of-life needs. Our customers depend on our ability to innovate, solve problems, and deliver efficiencies.

**Our Processes:** We must continue to challenge the way we do business, while assuring all we do is auditable and cyber secure. Our decisions will be data-driven and aligned with fleet requirements.



## GUIDING PRINCIPLES

We always do what is right for the Navy.

- We relentlessly pursue customer satisfaction
- We are tenacious, agile, flexible, and responsive in supporting the warfighter
- We foster an environment of innovation, initiative, and mutual trust and respect
- We value individual integrity, courage, and accountability



## COMMANDER'S INTENT

As we approach FY19, my Commander's Intent will add focus to a mission with competing priorities:

**Transform the Enterprise Mindset:** Our strength will be defined by our cohesion. To provide enterprise-level solutions to our customers, you must think of yourself as part of the enterprise, not just a specific command. We must develop synergies throughout the enterprise. For example, FLCs should be leveraging NAVSUP WSS' insight to expand NAVSUP's full spectrum of fleet support, directly impacting readiness. Our actions must focus on the strategic, operational and tactical levels of logistics, and our policies must be developed in concert with fleet-facing activities, positioning the enterprise to support operations down to the last tactical mile. Assert your logistics acumen and cross-connect with our NAVSUP family to optimize what we bring to the fight.

**Champion Reform and Audit Efforts.** Evaluate key processes and ask hard questions. Reform is about efficiency and effectiveness, which tie directly to readiness and lethality. We owe the Nation our very best and efforts to streamline requirements determination and reduce administrative lead times remain paramount. Inventory Accuracy is at the heart of what we do as supply chain managers and the Navy is looking to us to solve these challenges...and we will. And audit provides transparency our leaders need to increase the public trust in our processes. Reform and audit will complement one another as we improve our business processes.

**Challenge Our People.** Proactive supervisors develop the future leaders of our enterprise, plain and simple. Training for our employees must be tied to mission, this is why we exist. Supervisors that regularly engage and inform employees on mission performance and career goals are the force that drive enterprise success. The fortitude to have a tough conversation about employee performance is critical, and must be exercised when required. Likewise, we must recognize and celebrate the outstanding work being accomplished in support of our warfighters.

### Keep the Focus on Readiness:

Given everything above, we must look at every avenue to improve material availability. Question old assumptions and use meaningful data to make informed decisions. Experiment to test validity of your new hypothesis. Pilot process improvements to move the readiness needle and coordinate across the enterprise to ensure the right people are at the table in these efforts.

## OUTCOMES

Focusing our efforts in these ways will ensure that:

- NAVSUP is positioned to deliver warfighting sustainment in an access- and communications-denied environment and provide supply support to all ashore, afloat, and expeditionary units.
- NAVSUP has strong relationships with Program Executive Offices (PEO), Department of Defense (DoD), organic, and commercial partners to execute the acquisition process and improve our ability to accurately forecast fleet demands and mitigate supply chain risks.
- NAVSUP provides a coordinated single enterprise response to operations and contingencies, while expanding services to remote and underserved areas.
- NAVSUP delivers auditable and effective supply chain performance through modernized, automated, and integrated IT solutions through our partnerships with Space and Naval Warfare Systems Command program offices, Department of Navy (DoN) Chief Information Officer (CIO), and PEO Enterprise Information Systems.
- NAVSUP fosters inclusion, welcomes diverse ideas, and promotes a culture of moral excellence in which the entire supply community does things right, even when no one is watching.



# Who We Are

## Naval Supply Systems Command

We manage supply chains that provide material for Navy aircraft, surface ships, submarines and their associated weapons systems.

We provide centralized inventory management for Navy's non-nuclear ordnance stockpile.

We provide a wide range of base operating and waterfront logistics support services, coordinating material deliveries, contracting for supplies and services, and providing material management and warehousing services.

We are responsible for many of the quality-of-life programs that touch the lives of Sailors and their families every day, including Navy Exchanges, Navy Lodges, the Navy Personal Property Program, and the Navy Postal System.

We administer the Navy Food Service Program, with responsibility for the policies and procedures that govern the day-to-day operations of general messes afloat and ashore.

- NAVSUP Weapon Systems Support**
- NAVSUP Global Logistics Support**
- Navy Exchange Service Command**
- NAVSUP Business Systems Center**

*NAVSUP Global Logistics Support / FLC Norfolk*

*NAVSUP Weapon Systems Support*



*Navy Exchange Service Command*



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