



# NEWS RELEASE

## Defense Commissary Agency

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## Let your voice be heard – Take the 2010 survey

*By Millie Slamin,  
DeCA public affairs specialist*

**FORT LEE, Va.** – This August, DeCA will again offer you the opportunity to have your voice heard by completing the 2010 Organizational Assessment Survey.

This year's survey will be conducted electronically. You will receive an e-mail link to a website where you can complete the survey during working hours on DeCA computers. All responses will be anonymous.

During the last survey in 2008, employees who participated were given the opportunity to have their voices heard. Last year, the results of their participation resonated in suggestions witnessed by all of DeCA's 18,000 employees.

When you asked that all employees be provided the opportunity to participate in customer service training, DeCA teamed up with Dale Carnegie for an eight-hour World Class Customer Service Training workshop.

When focus group members indicated a need to improve relationships between management and employees, DeCA began conducting Civil Treatment for Managers courses. The training focused on managing fairly and legally. In addition, all first-time supervisors are now required to attend basic supervisory training within their first year as a supervisor.

When you said you wanted to better understand how to advance your career, DeCA established its first Human Capital Management Board designed to address such concerns. Efforts are underway to publish career paths for many DeCA occupations so employees can chart their own career development. The board will also oversee employee progression to ensure

fairness, consistency and transparency in key placement actions – another matter brought forth by your input in the 2008 survey and subsequent employee focus groups.

So take time out to complete the 2010 Organizational Assessment Survey. Your input matters and does make a difference. Make your voice heard again by participating in the upcoming Organizational Assessment Survey.

Keep an eye on your e-mail!

**-DeCA-**

**About DeCA:** *The Defense Commissary Agency operates a worldwide chain of commissaries providing groceries to military personnel, retirees and their families in a safe and secure shopping environment. Authorized patrons purchase items at cost plus a 5-percent surcharge, which covers the costs of building new commissaries and modernizing existing ones. Shoppers save an average of more than 30 percent on their purchases compared to commercial prices – savings worth about \$4,400 annually for a family of four. A core military family support element, and a valued part of military pay and benefits, commissaries contribute to family readiness, enhance the quality of life for America's military and their families, and help recruit and retain the best and brightest men and women to serve their country.*