

## MISSION, VISION, AND VALUES

*for NAVSUP, FISC NORFOLK and ACQ GROUP*

*You can expect the following when you do business with us -*

### NAVSUP

#### PURPOSE

*Delivering combat capability through logistics..*

#### MISSION

*To provide Navy, Marine Corps, Joint and Allied Forces quality supplies and services on a timely basis.*

#### VISION

*We will be the customers' choice for the best value products and services, where a single request by the customer activates a global network of sources and solutions.*

*In short... "One-Touch Supply."*

#### VALUES

##### *Customer Focus:*

*We exceed our customer's expectations.*

##### *Employee Support:*

*We are committed to our employees...their development, involvement and recognition.*

##### *Quality Products and Service:*

*We deliver the best quality products and services.*

##### *Innovation:*

*We constantly explore new ideas and methods to increase our efficiency and effectiveness.*

##### *Teaming:*

*We aggressively seek effective partnerships to improve our quality.*

##### *Honor and Integrity:*

*We are open, honest and fair...we take full responsibility for our actions.*

##### *Community Support:*

*We actively support the communities in which we operate and live.*

### FISC NORFOLK

#### MISSION

*To support operations by providing quality logistics support services focusing on the unique needs of each of our customers.*

### ACQUISITION GROUP

#### MISSION

*Providing quality acquisition services to support the unique needs of our Fleet and regional customers*

#### VISION

*We will deliver value to our customers in the acquisition of their supplies and services*

# FISC NORFOLK ACQUISITION GROUP

## Customer Service Standards

*You can expect the following when you do business with us -*

### THE RIGHT STUFF, AT THE RIGHT PLACE, ON TIME, EVERY TIME

- ◆ *For contract requirements (greater than \$100K) we will contact you within **five days** of receipt of your requisition. At that time, we will work with you to develop a mutually agreeable acquisition plan, and award the contract in accordance with the plan.*
- ◆ *For actions under \$100K our goal is to satisfy your requirements in the timeframe you need it or notify you when the system precludes that from happening.*

### SERVICE FROM DAWIA CONTRACTING PROFESSIONALS

- ◆ *Trained in the latest Acquisition Reform initiatives.*
- ◆ *Able to provide contracting related training for you at your request.*

### A TEAM TO SUPPORT YOU THROUGHOUT THE LIFE OF YOUR REQUIREMENTS

- ◆ *Early involvement in acquisition planning and market research.*
- ◆ *Advanced notification of expiring recurring requirements.*
- ◆ *At your request, post award conferences with contractors at your facility.*
- ◆ *Consultation with you regarding contract administration actions.*

### ACCESSIBLE PERSONNEL

- ◆ *Voice mail that always gives you an option to speak to someone immediately.*
- ◆ *Replies to voice or electronic messages within **one business day** of receipt.*
- ◆ *Same day responses to requests for information, or if that is not possible, a response date which we will meet.*

### COURTEOUS, CONSIDERATE AND ACCURATE SERVICE

- ◆ *All of the time*