



UNITED STATES MARINE CORPS  
MARINE CORPS RECRUIT DEPOT/WESTERN RECRUITING REGION  
1600 HENDERSON AVENUE SUITE 238  
SAN DIEGO, CALIFORNIA 92140-5001

DepO 5420.8A  
15B

12 AUG 1996

DEPOT ORDER 5420.8A

From: Commanding General  
To: Distribution List

Subj: PROCEDURES FOR SUBMITTING AND HANDLING IMPROVEMENT SUGGESTIONS

Encl: (1) Process Improvement Form  
(2) Process Flow Chart

1. Purpose. To initiate a method that facilitates the submission, collection and handling of ideas/suggestions for the Marine Corps Recruit Depot/Western Recruiting Region.

2. Cancellation. DepO 5420.8

3. Background. Implementing a quick and effective response for improving processes throughout the Depot and the Western Recruiting Region requires a method of communicating, evaluating and implementing process improvement ideas and suggestions. This order provides a methodology for military and civilian employees to communicate process improvement ideas/suggestions in writing or by electronic transmission (e-mail).

4. Policy. Every member of this command shares a responsibility for improvement ideas/suggestions. The Commanding General encourages each member to take up the challenge to improve the way work is accomplished at the Depot and the Western Recruiting Region.

5. Action

a. Military and civilian employees of MCRD/WRR who have an idea for improving work processes, suggesting ideas for change, or recommending a better way of accomplishing a mission, goal or task may submit their idea/suggestion to the Assistant Chief of Staff, Quality Management, or by electronic transmission (e-mail) to MCRD WRR MAIL. Use enclosure (1) for written recommendations. Provide as much detail as possible. Enclosure (2) provides a flow chart which explains the method for processing ideas.

b. AC/S Quality Management Department will:

(1) Provide coordination of all process improvement ideas suggested, to include verification of receipt to sender, forward ideas/suggestions to the Chief of Staff for assignment of action officer(s), receive and forward responses, notify individual participants and appropriate staff members when necessary, and maintain the Commanding General's MCRD WRR MAIL folder and files.

(2) Inform the Chief of Staff of all process improvement ideas/suggestions received daily and route the MCRD WRR MAIL folder biweekly.

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c. Action Officers

(1) Commanding Officers of subordinate organizations, Assistant Chiefs of Staff and Special Staff Officers are designated as action officers.

(2) Action officers may be directed by the Chief of Staff to either comment, prepare a decision paper and/or implement approved ideas.

(3) Action officers will:

(a) Investigate process improvement ideas.

(b) Respond to AC/S, Quality Management within three working days after tasking that either the idea was approved and implemented, disapproved, or that investigative procedures have begun as necessary. Updates are required every additional three working days.

(c) Respond to individuals when appropriate, (i.e., letter of appreciation, awards, etc.).

(d) Coordinate with AC/S, Quality Management on action taken.

d. Chief of Staff will:

(1) Assign action for review of submitted ideas.

(2) Keep the Commanding General informed on all process improvement ideas and route the MCRD:WRR MAIL folder biweekly.

6. Applicability. This Order is applicable to all commands, organizations and units under the cognizance of the Commanding General, Marine Corps Recruit Depot/Western Recruiting Region.



J. M. GUERIN  
Chief of Staff

DISTRIBUTION: A,G

11-2 AUG 1996

PROCESS IMPROVEMENT FORM

(SUBMIT TO: AC/S QMD, 1600 Henderson Ave., Bldg. 31, Rm. 106A, MCRD, San Diego, CA. 92140)

Name, Last First MI (Submitter's Name)

Organization

Phone

Work Process Weakness/Problem (Check One)

<input type="checkbox"/>	Product/Service Defect	<input type="checkbox"/>	Waste of Materials
<input type="checkbox"/>	Duplication of Effort	<input type="checkbox"/>	Product/Service Obsolete
<input type="checkbox"/>	Other: (Describe)	<input type="checkbox"/>	Timeliness

Explain the problem/process weakness:

Any suggestions on how to study the problem/process:

Would you be willing to be a member of a team to study this problem/process weakness? [ ] YES [ ] NO

Correcting or improving the stated problem/process will provide the following benefits: (Check all items below that apply)

<input type="checkbox"/>	Customer Service	<input type="checkbox"/>	Customer Satisfaction
<input type="checkbox"/>	Timeliness	<input type="checkbox"/>	Save Money
<input type="checkbox"/>	Reduce Defects	<input type="checkbox"/>	Improve Morale
<input type="checkbox"/>	Other: (Describe)	<input type="checkbox"/>	

Potential tangible savings: (If known)

Material Cost: \$ Time: (Hours)

Other Comments:



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**PROCESS FLOW CHART**

**QMD**

**C/S**

**CG**

**CO'S, AC/S**

**ACTION**



