



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS UNITED STATES AIR FORCE  
WASHINGTON DC

13 APR 2004

MEMORANDUM FOR ALMAJCOM/FOA/DRU/DP/XP

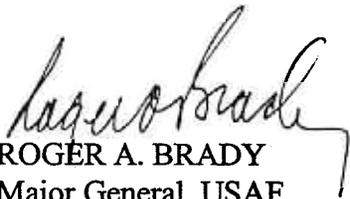
FROM: HQ USAF/FD  
1040 Air Force Pentagon  
Washington DC 20330-1040

SUBJECT: Customer Service Transformation (CST) -- Competitive Sourcing Efforts in  
Manpower and Personnel Functions

As I briefed at CORONA, we are starting the CST. AF/DP has begun preliminary planning for this AF-wide initiative in Manpower & Personnel to determine suitability of competitively sourcing these functions across the entire Air Force. We are in the initial scoping of the project and will be looking at functions across the Air Force, from installation-level to HQ USAF.

To aid us in our efforts, we request you put on hold all on-going preliminary planning in these installation-level flights: Military Personnel, Civilian Personnel, Education and Training, and Family Support. If you have any MAJCOM level initiatives, within the personnel community, we ask you to wait on these too. Since this is a very complex initiative, we are trying to limit the number of "moving parts." We also don't want you to expend resources on initiatives that may end up being included in the enterprise-wide decision. This "hold" request does not include those studies already announced to Congress. We'll be in contact with you on the outcome of preliminary planning.

For more information on this specific initiative, please contact Col Mike Fuller, AF/DPXI, DSN 222-4522, or e-mail [Michael.Fuller@pentagon.af.mil](mailto:Michael.Fuller@pentagon.af.mil). For more information on Competitive Sourcing, you can contact Lt Col Stephanie Waldrop, AF/DPMS, DSN 223-8624 or e-mail [Stephanie.Waldrop@pentagon.af.mil](mailto:Stephanie.Waldrop@pentagon.af.mil).

  
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