



# Corporate briefings

The latest round of Corporate Briefings took place at the beginning of June, with DSG's Chief Executive, Archie Hughes leading the briefings across the sites with support from Chief Operating Officer, John Reilly and the site-based Business Heads. Items on the agenda included an update on DSG Transformation, business performance and operational performance.



Business performance was evaluated and key targets were communicated to staff for the business year 2009/10.

The review into Capacity and Capability of DSG looked at possible opportunities in both Land and Air. The Review's key theme was that of working together with the customer community to provide a sustainable future for DSG and continued delivery of value to Defence.

All key initiatives in the DSG Transformation plan are under way, including ongoing operational changes in both the HR and Finance workstreams. Under the Commercial workstream, the Customer Review Programme is now live across DSG and wider procurement efficiency opportunities are now being identified. An in-depth article from Alan Lewis, DSG Commercial Director, can be found on page 6.

DSG Head Office relocation was again mentioned at this round of corporate briefings, with possible locations and dates still to be finalised.

Talkback, the DSG Customer Review

Programme for business year 2008/9 is now complete. The review consisted of face to face structured interviews with key customers and goes towards measuring our performance against the "Customer Intimacy" critical success factor. The programme was very successful with DSG achieving a very good overall score of 62 out of 100, emphasising that our customers appreciate what we do on their behalf.

John Reilly's brief concentrated on business performance across both Land and Air platforms, service integration and improvement of information services and operational excellence. The importance of reinvesting in the people of DSG was highlighted with increasing opportunities to train and develop employees and improving facilities in the workplace seen as significant opportunities to progress.

Questions from employees covered subjects such as dates for relocation of Head Office, plans for investment, risk assessment issues and job security.

Summing up at the end of the corporate

“ DSG employees have received high levels of recognition and praise whilst on operational deployments which has created a positive media perception of DSG that can now be built on. ”

briefings, Archie Hughes said, "There has been excellent business performance across all areas in 2008/09 which has provided us with a sound financial basis to deliver benefits to our customers. DSG employees have received high levels of recognition and praise whilst on operational deployments which has created a positive media perception of DSG that can now be built on. We now need to look to the future and provide greater integration and cooperation with customers and keep the momentum going forward."