



U.S. Army DENCOM

A Plan for Excellence Strategy Map



Strategic Themes:	Maximize Value in Dental Services	Provide Global Operational Forces	Build the Team	Balance Innovation with Standardization	Optimize Communication & Knowledge Management	
Customer / Stakeholder		CS 5.0 Improve Patient Satisfaction	CS 7.0 Improve Dental Readiness	CS 8.0 Improve Army Dental Laboratory System		
Financial / Stewardship			R 21.0 Optimize Resources & Value			
Internal Processes	IP 7.0 Maximize Dental Health Promotion & Prevention	IP 8.0 Improve Quality, Pt Safety, Outcome-Focused Care & Services	IP 9.0 Improve Access & Continuity of Care	IP 11.0 Improve Information Systems	IP 14.0 Improve Communication	IP 17.0 Optimize Facility Lifecycle Management
Learning & Growth		LG 17.0 Improve Recruiting & Retention of Personnel	LG 19.0 Promote & Foster a Culture of Innovation	LG 21.0 Maximize Human Capital		

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A Plan For Excellence Strategy

Our strategy defines **WHAT** DENCOM is doing to reach its **VISION** of being **"America's Leader in Warrior Centered Oral Health."** Starting from the bottom of our strategy map we begin with **Learning & Growth** which deals with people. We make sure we possess the right people with the right skills, knowledge, and ability to effectively work on the right things the right way.

Having the right people is not enough. We then have to improve our **Internal Processes**. Doing things the right way is achieved by improving our processes. This ensures we efficiently deliver dental healthcare services that matter most to our customers and stakeholders.

Having the right people while continually improving our processes maximizes the use of our **Financial/Stewardship** resources. Maximizing the use of our given resources means we are optimally producing the most with what we have – good stewardship.

We'll know when DENCOM is achieving its strategic results when our **Customers/Stakeholders** are satisfied by reaching our 95% patient satisfaction, 95% dental readiness, and 95% ADL System performance goals.

Strategy starts with me. As a team member of One DENCOM, I come to work every day **"To provide Warrior focused oral health care with an exceptional team of professionals, dedicated to excellence and unified in service."** I am expected to emulate the Army's 7 **VALUES** with everything I do to help achieve our **VISION**.

