



**DEFENSE LOGISTICS AGENCY
DEFENSE ENERGY SUPPORT CENTER
8725 John J. Kingman Rd. Suite 4950
Fort Belvoir, Virginia 22060-6222**

↓ REPLY
REFER TO DESC-BQ

February 11, 2004

MEMORANDUM FOR: DESC Quality Assurance Workforce

SUBJECT: Quality Assurance Advisory (QAA) 2004-03, QAR Correspondence

The purpose of this advisory is to remind the DESC Quality Assurance Workforce that adequate planning is necessary prior to submitting correspondence. The planning process should as a minimum include addressing the five Ws – what, why, who, when, where and also how (see below for explanations).

1. **What?** This question deals with the nature of the correspondence. The preparer of the correspondence should have a clear idea of *what* the correspondence purpose and provide information accordingly. Information should be limited to facts, avoiding interjection of personal opinions unless opinion is specifically requested.
2. **Why?** The preparer of the correspondence should have a basic understanding of *why* there is a need for developing/sending the correspondence. A person is much more receptive to providing information when they know the reason *why* the information is necessary.
3. **Who?** It is imperative that *who* is identified to determine relationships and expertise levels with the correspondence subject matter. *Who* information should include as a minimum: name, title, and contact information.
4. **When?** The importance of the answer to the *when* question may vary with routines and/or importance of the information being conveyed. In most cases, *when* will address time periods covered or correspondence suspense.
5. **Where?** The *where* question sometimes has to be answered at both ends of the correspondence. The preparer may have to decide the level *where* the correspondence will be sent from and the receiver may have decide the level *where* the correspondence needs to be forwarded.
6. **How?** The *how* question is largely a matter of media selection (i.e. letter, memo, fax, email, etc.). The media selection will normally be dictated by urgency, importance, and level of receipt.

Keep in mind that the above is general guidance for planning any written correspondence. The key factor is taking the time to collect and provide information relevant to the requirement. Proper planning in writing correspondence will reduce and/or eliminate the receiver's need to repeatedly ask for information that should be included in the original correspondence.

Some specific instances have highlighted the need for this QAA. The use of e-mail has made correspondence easier and less formal. It has become accepted as a way to quickly communicate information and data. The information sent today will become formal in contracting and legal forums. In this context almost all our communication can be used and scrutinized. Since groups not as knowledgeable as yourselves will use the communications, your correspondence needs to stand on its own merits. This correspondence includes pre-award surveys, corrective action requests and customer/depot complaint reports. The "Who" is of vital importance. It is imperative that the users of your information know specifically the position of the person you have referred to in the correspondence. A name is insufficient. When you state a company representative stated a company position, those using the information want to know whether the person was the laboratory technician, the laboratory chief, a Vice President or the Chief Operating Officer. They need to have at least that person's phone number and email address.

Should there be any questions or comments regarding this advisory please contact one of the following:

Lee Oppenheim at Lee.Oppenheim@dla.mil (703) 767-8736
Mac Godsey at Mac.Godsey@dla.mil (703) 767-9287


LEE OPPENHEIM
Chief
Quality Operations Division
Bulk Fuels