



DEPARTMENT OF THE NAVY
PERSONNEL SUPPORT ACTIVITY WEST
937 NORTH HARBOR DRIVE
SAN DIEGO, CALIFORNIA 92132-0076

IN REPLY REFER TO:

PERSUPPACTWESTINST 5050.1E
Code N32
3 Oct 01

PERSUPPACT WEST INSTRUCTION 5050.1E

Subj: PASS LIAISON REPRESENTATIVE (PLR) MEETINGS

Ref: (a) OPNAVINST 1000.23B

Encl: (1) PLR Attendance Log

1. Purpose. To revise and issue uniform procedures and requirements within the PERSUPPACT West network for Pay/Personnel Administrative Support System (PASS) Liaison Representative (PLR) meetings required by reference (a).

2. Cancellation. PERSUPPACTSANDIEGOINST 5050.1D

3. Background. PLR meetings provide a viable method of maintaining communications with customer commands to exchange information and receive feedback on the effectiveness of PASS procedures in providing customer service. Many real or perceived problems can be resolved during these meetings. PLR meetings also enable Personnel Support Activity Detachment (PSD) Officers in Charge (OIC) to keep customers apprised of ever-changing pay, personnel, and administrative requirements. In addition, the OIC can be kept abreast of customer attitudes towards PASS and take appropriate action when necessary to influence a more positive attitude.

4. Action. PSD OICs shall take the following minimum actions to effect a viable PLR program:

a. Conduct monthly customer command meetings.

b. Provide training for newly appointed PLRs. Emphasize their duty to inform their CO/XO and command members of ongoing issues.

c. Publish date, time, and agenda items to be discussed, as well as location of all meetings by message or e-mail with PERSUPPACT West as copy to addressee.

(1) Make announcements as positive as possible. Refrain from indicating the purpose is to discuss problem areas. Good news and positive issues also need to be discussed.

(2) Solicit command topics for discussion. Help PLRs understand internal personnel issues. Close liaison between PSD and the PLR can increase the quality of customer service.

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(3) Due to frequency of changes, there is always the need to discuss topics relating to service record maintenance, transportation, and pay procedures. Give customer commands a "heads-up" on changes we see happening in the near future. Explain complex policy changes.

(4) Make announcements so interesting that command representatives cannot afford to miss the meeting. Reward PLRs that are regular attendees, e.g., Letter of Commendation, PLR of the Month/Year program, designating PLR parking spots, etc.

(5) Always include points of contact and phone numbers.

d. Compile and publish agenda items to be discussed and handout material at PLR meetings.

e. The OIC, Assistant OIC, and division heads should attend each meeting.

(1) Strive to make meetings as brief and to the point as possible.

(2) Invite a guest speaker occasionally.

f. Use enclosure (1) to document attendance by command representatives. Include a copy with the minutes to PERSUPPACT West (Code N3).


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Distribution:

PERSUPPACTWESTINST 5216.1K List II

