



**Customer:** Each of us understands and is committed to meeting the needs of the armed forces.

**People:** We respect and value each other, encouraging our colleagues and appreciating our achievements.



**Performance:** We deliver a professional service, at best value, getting better all the time.

**Openness:** We actively use our shared experiences and knowledge.



**One DLO:** We are committed to building one DLO, a community of mutually supportive teams.

The DLO has six Critical Success Factors. They are:

**Customer:** The armed forces have confidence in the DLO's ability to deliver effective and efficient support for operations.

**People:** The DLO has developed a highly skilled, high performing workforce delivering demonstrable business improvement.

**Performance:** The DLO is a high performing organisation.

**Logistics Transformation:** The DLO is the driver of optimised support, end-to-end, through life and throughout the readiness cycle.

**Industry:** Industry is working with the DLO and with others across the Defence Acquisition Community to contribute to implementation of the Defence Industrial Strategy.

**Organisation:** A smaller DLO which is more flexible and responsive to changing defence needs, working more closely with others in the Defence Acquisition Community.

These Critical Success Factors describe where we need to focus our effort to achieve future success over the next five years.