

MCXJ-CDR

22 July 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Chain of Command and Open Door Policy

1. Effective leadership and management require use of a strong organizational chain of command enhanced by a liberal open door policy. Although most problems can best be solved at the lowest level possible, I am committed to maintaining access to every person in the organization.
2. In most cases, problems should be brought to the attention of the first level supervisor for evaluation and resolution. If necessary, second and even third level supervisors can be involved in developing solutions to problems.
3. Any person in the organization believing a problem either cannot or has not been solved at a lower level is encouraged to see me.

THOMAS W. SMITH
Colonel, MC
Commanding

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