**[Opening Scene: Speaker Facing Camera]**

**Speaker:**  
Hi, everyone! Today, I’ll talk about an interview I had with a commander who tackled a challenging ethical issue during her time in finance office. I’ll dive into the problem, their innovative solutions, and the valuable lessons learned along the way. Let’s get started.

**[Scene: Visual of 30,000 Service Members]**

**Speaker (Voiceover):**  
The commander was in charge of the finance unit on an Amry base where her unit needs to process the pay and leave for over 30,000 service members while juggling strict deadlines. That’s the situation the finance office on base faced. During peak seasons, like the holidays, they received over 1,000 documents daily. Additionally, DFAS requires processing documents within three business days upon receipt. Despite the hard work of her team, they often missed the deadline required by DFAS. They had failed the DFAS inspection for three years in a row.

**[Scene: Image of Documents Piled Up]**

**Speaker (Voiceover):**  
To meet deadlines, some employees timestamped documents when they processed them, making it look like they met the deadline. While it solved the immediate issue, it raised ethical concerns about integrity and accountability.

**[Scene: Speaker Back On Camera]**

**Speaker:**  
So, how did the commander handle this? They embraced innovation while ensuring ethical standards were maintained.

**[Scene: Animation of Workflow Transformation]**

**Speaker (Voiceover):**  
First, they implemented digital solutions. Paper documents were scanned and uploaded to a central system, eliminating the hassle of tracking paper copies. Next, they created a script to automatically timestamp documents upon receipt, ensuring accurate and ethical records.

But the real game-changer? A custom script that extracted data from e-documents and imported it into eMILPO. This process, which used to take 8 hours to handle 200 documents, now took just 11 seconds.

**[Scene: Highlight of Soldier Coding]**

**Speaker (Voiceover):**  
These scripts were developed by one of their soldiers. The commander ensured the changes were approved by IT and DFAS. This effort was so successful that the soldier was invited to demo the scripts at the DFAS Director’s Conference in Indianapolis.

**[Scene: Speaker Facing Camera with Key Values Displayed]**

**Speaker:**  
Now, let’s talk about the decision-making process. The commander’s approach was guided by several key factors:

**First off, Mission Readiness:** to ensure timely pay and leave processing to support service members.

**additionally, Ethical Responsibility, which** balances efficiency with integrity.

**Finally, Collaboration:** with IT and DFAS to align solutions with standards.

**[Scene: Speaker with Thoughtful Expression]**

**Speaker:**  
One decision they might have approached differently was addressing the paper trail earlier. Digitizing documents sooner could have saved even more time and effort.

**[Scene: Split Screen of Internal and External Criticism]**

**Speaker (Voiceover):**  
Of course, no change comes without criticism. Internally, some team members worried about the learning curve of the new system. Externally, higher-ups questioned whether automating timestamps might compromise oversight.

**[Scene: Speaker with Confident Smile]**

**Speaker:**  
The commander tackled these concerns head-on, demonstrating the system’s capabilities, running thorough tests, and emphasizing quality control. The criticism helped refine their approach and, ultimately, strengthened the implementation.

**[Scene: Speaker Reflecting Thoughtfully]**

**Speaker:**  
So, what ethical theories guided the commander? Their decisions aligned closely with:

* **Rules-Based Ethics:** They upheld integrity and military standards.
* **Consequentialist Thinking:** They focused on the positive outcomes of efficiency and service member well-being.
* **Virtue Ethics:** They fostered innovation and collaboration, emphasizing leadership values.

**[Scene: Speaker Wrapping Up]**

**Speaker:**  
This interview was a fantastic learning experience. It reinforced the importance of balancing technical solutions with ethical integrity and collaboration. As leaders, we must prioritize innovation, maintain transparency, and always keep our people’s well-being at the forefront.

Thank you for watching, and I hope this story inspires you to approach ethical challenges with creativity and accountability. See you next time!