

## Defense Logistics Support Command

Commander: Navy Rear Adm. D.H. Stone

Headquarters: DLA Headquarters Complex Fort Belvoir, Va.

**Mission:** To procure, store, distribute, and manage material, and provide logistics services to the warfighting Commanders-In-Chiefs, (CINC) the military services and other agencies as required in peace and war...around the clock, around the world.

### People

Civilians..... 24,341  
Military..... 418

**Web address:** [www.supply.dla.mil](http://www.supply.dla.mil)

**Description:** The Defense Logistics Support Center (DLSC) is a Defense Logistics Agency (DLA) line organization reporting directly to the DLA Director and providing centralized logistics support to the military services as well as federal civil agencies and select foreign governments. Over the past three decades, DLSC activities have evolved from simple wholesale providers to staying actively engaged with the customer close to the front lines.



DLSC activities join with the DLA Contingency Support Teams, maintaining a forward presence to give America's deployed troops quicker and more effective logistics support. Such support can include everything from providing food and shelter, erecting Defense

Reutilization and Marketing Service (DRMS) functions at the mission site, to arranging for fuel support overseas to supply a multinational mission.

DLSC also participates with the Joint Chiefs of Staff in training exercises and uses customer-focused metrics to improve weapon systems support to the military during contingencies.

DLSC is moving closer to the customer in peacetime as well in order to provide optimal support and combat readiness.

Realizing that common logistics support is not the same as one-formula support, DLSC is adapting its approach to customers to ensure they receive the tailored support they need. By providing effective, reliable, and agile support, DLSC can best sustain the military services' focused logistics programs, including the Army's Velocity Management, the



Navy's One Touch Supply, the Air Force's Lean Logistics, and the Marine Corps' Precision Logistics.

This support can take the form of Dedicated Truck Deliveries or Premium Service (24- to 48-hour guaranteed delivery). DLSC has put in place Prime Vendor or Virtual Prime Vendor agreements where a customer receives total supply support for a particular commodity or function. These contracts assure an uninterrupted supply (just-in-time delivery) of critically-needed items, and the contractors deliver directly to the end user.

To help achieve its mission, DLSC customer representatives are in place at major customer sites. These customer reps are DLSC's eyes and ears on the ground. They educate customers on the full spectrum of DLSC support available to them and act as the customers' interface with all DLSC activities, ensuring that customers receive the best possible support available to meet their particular needs.

You can also now reach any DLSC activity by calling one central, toll-free number: 1-877-DLA-CALL.

DLSC includes headquarters personnel, supply centers, service centers, a distribution center and a network of depots devoted to meeting the readiness and combat support needs of America's service men and women. DLSC also includes field activities in Europe and the Pacific that represent the whole spectrum of DLA support.

DLSC's supply centers—referred to as lead centers—procure and manage products used by soldiers, sailors, airmen and Marines. Some supply centers also offer specialized services to support customers.

DLSC recently reorganized its supply centers and their responsibilities for various commodities so they will be better aligned to support customers.

As part of this effort, the Defense Distribution Center (DDC) was established to manage the 24 distribution depots. The depots receive, store and issue wholesale and retail materiel worldwide. They are strategically located to take advantage of existing transportation, including rail lines, airports and highways.

DLSC supply centers,

the distribution center and its specialized service centers offer a variety of services and logistics needs to customers, and are described on the following pages. ■



# Inventory Control Points

## Defense Supply Center Columbus

Commander: Air Force Brig. Gen. Mary L. Saunders

Headquarters: Columbus, Ohio

**Mission:** To provide the Department of Defense (DoD) with worldwide integrated supply chain solutions for land, air and maritime weapon systems.

### People

Civilian ..... 2,616  
Military ..... 39

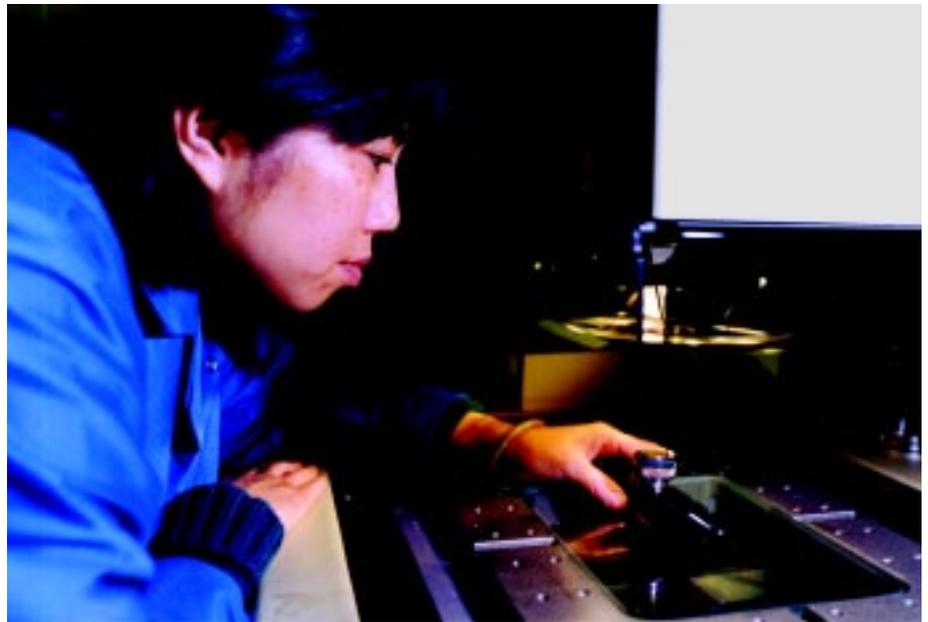
**Web address:** [www.dsccl.dla.mil](http://www.dsccl.dla.mil)

**Description:** The Defense Supply Center Columbus (DSCC) is the lead center for land and maritime support.

In 1918, the Defense Department established DSCC's predecessor, the Columbus Quartermaster Reserve Depot, which routed military equipment overseas during World War I.

During WWII, the installation became the largest joint military supply installation in the world. It employed more than 10,000 civilians and played a large part in the overall war effort.

Today, DSCC serves more than 24,000 military and civilian customers and 10,000 contractors as the



largest supplier of weapon systems spare parts in the world. One of DLA's three hardware inventory control points and DLA's Land and Maritime Lead Center, DSCC supports the Army, Navy, Air Force, Marine Corps, Coast Guard, civil agencies and other organizations throughout DoD by managing more than 1.8 million different spare parts. DSCC accounts for more than \$1.2 billion in procurements and \$1.7

billion in annual sales.

The Center's work force of almost 2,700 purchases materiel, monitors inventory levels, maintains technical data, and assures quality conformance

of spare parts that vary from common items such as vehicle parts and accessories, to complex mechanical and electronic repair parts for weapon systems. These parts support a variety of equipment to include military aircraft, ships, submarines, combat vehicles and missile systems.

DSCC is organized in weapon systems teams to facilitate customer communications. As the Land and Maritime Lead Center for DLA, it has full-time weapon systems support managers assigned to each of the Services' critical weapon systems. DSCC's award winning Customer Call Center won the 1998 DLA Scissors Award for cutting red tape and developing processes to put customers first. The Call Center reduced its "average speed to answer" emergency requests from 51 to 29 seconds. As a result, DSCC is the prototype center for the development of the Defense Logistics Support Command's Integrated Customer



Support Program.

In Information Technology, the Emergency Supply Operations Center Automated Research System allows DSCC to consolidate its customer transactions into a single automated tool, and for the first time, frees expeditors from stubby pencil tracking. As a result of using the automated process, overall responsiveness has increased, improved weapon systems readiness has improved and customer satisfaction has been elevated.

DSCC is continuously partnering with its military customers and suppliers to improve support. For example, DSCC employed a novel "Line of Balance" technique with industry to switch its focus from delinquencies to the top backordered items. As a result, backorders with one partner were reduced by 75 percent. Moreover, shifts to commercial practices involving long-term contracts, corporate contracts and prime vendor relationships with industry are reducing logistic response times and inventory levels. The Electronic Contract Folder provides, for the first time in DLA, a paperless procurement folder that is completely electronic, interactive, and usable in the Windows environment.

DSCC's acquisition reform efforts focus on "common sense" initiatives that save time and money. For example, its single-up business process initiative maximizes common business practices. Its focus on long-term contracting and shift to commercial practices will improve the Center's overall business performance.

DSCC's automation initiatives will significantly improve the use of automation in its business processes. As further evidence of its pursuit of National Performance Review Objectives, the Center has nearly

13,000 national stock numbers (NSN) and more than 400,000 part numbers covered by 30 corporate contracts. Nearly 6,000 NSNs are included in 11 corporate contracts awarded by other inventory control points. In addition, another 22,000 NSNs, are included in 25 DSCC solicitations.

Additionally, DSCC has awarded the Prime Vendor Overseas Contract, which provides automated contract coverage to overseas customers for more than 870 companies' parts and more than 1,250 specific items. DSCC is in the process of awarding the Fleet Automotive Support Initiative, a prime vendor contract

which includes local contract and logistics support for specific automotive weapon systems. Initial support will begin in two regions and will later be expanded by regional contract awards to include the entire continental United States.

Finally, DSCC initiated an ambitious "Overarching Strategy" to place 50,000 items under long-term contracts with its commercial partners — an enterprise which promises tremendous improvements in responsiveness and reduction of lead times for military customers. ■



# Defense Supply Center Richmond

Commander: Navy Rear Adm. Mark A. Young

Headquarters: Richmond, Va.

**Mission:** To provide best value aviation weapon system and environmental logistics support to America's Armed Forces...on land and sea and in the air.

**People**

Civilian ..... 2,112

Military ..... 45

**Web address:** [www.dscr.dla.mil](http://www.dscr.dla.mil)

**Description:** As the inventory control point designated as the lead center for aviation, the Defense Supply Center Richmond (DSCR) serves within the Department of Defense (DoD) supply-chain as the primary source for nearly 900,000 repair parts and operating supply items. These parts include a mix of military-unique items supporting over 1,300 major weapon systems and other items readily available in the commercial market.

They range from critical, safety-of-flight air frame structural components, bearings, and aircraft engine parts, to electric cable and electrical power products; lubricating oils; batteries; industrial gases; bearings;



precision instruments; environmental products; metalworking machinery; and consumable items. DSCR also operates an industrial plant equipment repair facility in Mechanicsburg, Pa.

The annual activity on these items represents nearly \$1.5 billion. These items have an extremely wide range of applications. While the core

mission is to supply aviation items, DSCR's primary customers are the Army, Air Force, Navy and Marines. Support is also supplied to other government agencies such as the U.S. Postal Service, National Aeronautics and Space Administration, U.S. Forestry Service and Department of Transportation.

New at the Center is the Richmond Map Facility, established in 1998 when the National Imagery and Mapping Agency transferred the inventory management, cataloging and distribution responsibilities for hard copy maps to the Defense Logistics Agency (DLA). This facility manages 70,000 map items representing over 60,000,000 sheets for its military customers worldwide.

**Customer support**

Supporting customers has long been a priority and the Center has dedicated many resources to meet a



wide variety of customer needs and requirements.

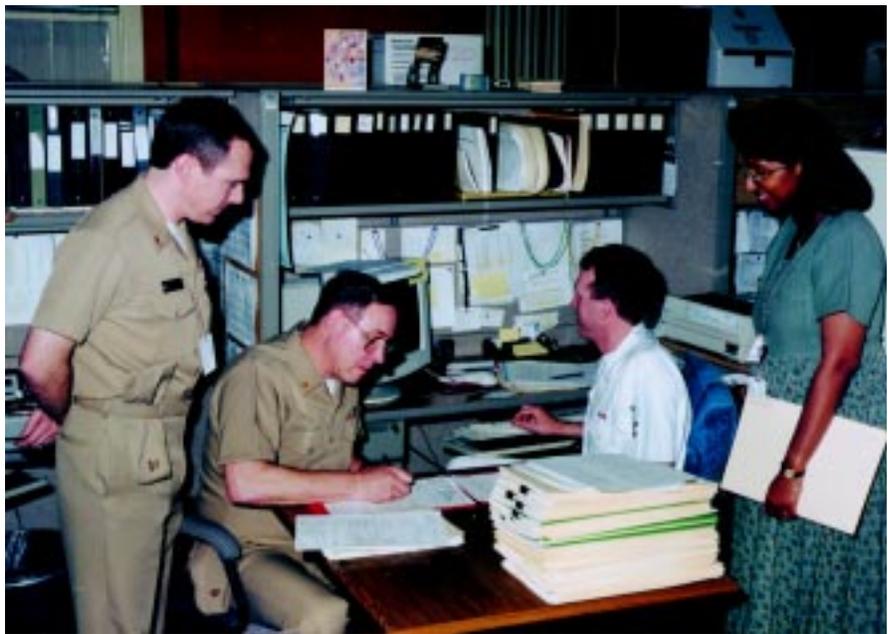
The Customer Assistance Center contains the Emergency Supply Operations Center, Reports of Discrepancies/Requisition Processing Branch, and Focal Point Branch.

Manned 24-hours a day, seven days a week, the Emergency Supply Operations Center provides heightened management of high priority requisitions. Its collocated contracting branch accomplishes urgent and compelling buys in support of the heightened management efforts.

Reports of Discrepancies/Requisition Processing Branch receives and processes distribution complaints and other requests for assistance.

The Focal Point Branch inducts off-line transactions, such as RODs, part-numbered requisitions, and other manual transactions, into our supply system.

DSCR's world-class customer call center provides a variety of



services, ranging from processing or modifying routine or emergency requisitions, to status checks, stock positions, and shipping/delivery information. Dedicated to be a "one call resolution" point of contact for their customers' questions, call center representatives can be reached by dialing 804-279-4865. The DSN prefix is 695.

Weapon System Support Managers are the inventory control point commander's first-line agent for support of designated high priority weapon, troop support and other systems. They balance DLA's policies and practices with customer requirements across functional boundaries both within the inventory control point and across other DLA field activities to assure the right level of customer support.

## Real-time information and services

The Center has been an innovative leader in DLA in providing online, real time information and ordering capability to its customers through the Internet. Customers save time and resources when ordering any of the hundreds of products available through its online catalogs.

One of the most recent innovations on the web site is a tracking system. Web Customer Account Tracking System (WebCATS) enables customers to view a wide range of logistics information, primarily from DLA's legacy systems such as the Standard Automated Materiel Management System. Logistics information from each supply center's data hub is brought together through WebCATS and presented to the customer in a "point and click" web environment.

Because each customer is DSCR's most important customer, DSCR continually works to improve its information and services. If you have suggestions or comments for improving our service, we want to hear from you. Email comments to: [rgrosclose@dscr.dla.mil](mailto:rgrosclose@dscr.dla.mil) ■



# Defense Supply Center Philadelphia

Commander: Army Brig. Gen. Daniel G. Mongeon

Headquarters: Philadelphia, Pa.

**Mission:** To provide a seamless supply system of food, clothing, textiles, medicines, medical equipment, general and industrial supplies and services that can be utilized in both peace and wartime operations.

**People**

Civilians..... 3,319  
 Military..... 74

**Web addresses:** [www.dscp.dla.mil](http://www.dscp.dla.mil)  
**DSCP Pacific:** [www.dscp.dla.mil/pac/newpac.htm](http://www.dscp.dla.mil/pac/newpac.htm)  
**DSCP Europe:** [www.dscp.dla.mil/dscpe](http://www.dscp.dla.mil/dscpe)



**Description:** The Defense Supply Center Philadelphia (DSCP) was established July 2, 1965, as the Defense Personnel Support Center. Since then, DSCP's mission and size have changed tremendously.

Today, DSCP annually provides

\$4.45 billion worth of food, clothing, medicines, medical equipment, general and industrial supplies and services to America's warfighters and eligible dependents worldwide, as well as to other non Defense Department customers.

DSCP has been a catalyst that has fueled the continued innovative integration of commercial practices as the Center transitions from managing items to managing the supply chain. Reengineered business practices have put DSCP on track in providing the products and services desired by customers worldwide. DSCP continues reducing its costs through continued inventory reductions, personnel reductions and continuous internal cost cutting efficiencies.

Much of DSCP's success can be attributed to the partnerships and alliances established with those affected and customers. DSCP has actively



supported every contingency operation, every humanitarian relief effort, and every theater of operations where our sailors, airman, soldiers, guardsmen and Marines have been deployed.

Recently, DSCP and the Defense Industrial Supply Center (DISC), also located in Philadelphia, joined together to become a single inventory control point. With field offices in Europe and throughout the Pacific rim, DSCP has a true international flavor.

The responsibilities integrated by DSCP from DISC include the wholesale support of industrial and general and commercial type items to the military services. These items support an array of strategic missions, weapons systems and readiness needs of the armed forces.

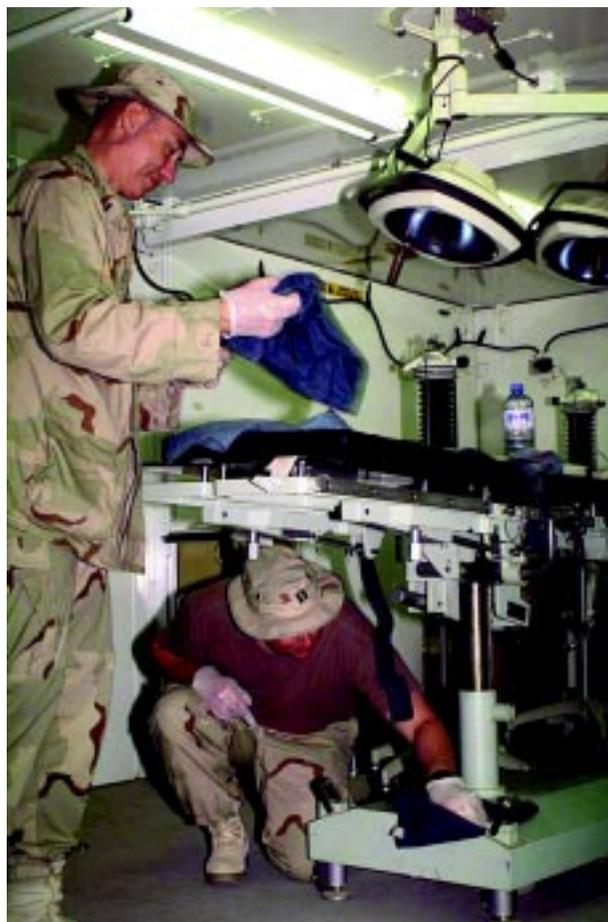
The general and industrial items purchased are used in the repair and maintenance of a number of key weapon systems including combat aircraft, missile systems, naval vessels and ground vehicles. Items include metals, fasteners, knobs and pointers.

A number of commercial items are also managed by DSCP, such as plumbing, lighting, food service equipment, wood products, fire fighting and marine life saving/diving equipment, hardware, material handling items, heavy equipment, photographic supplies and Automatic Data Processing (ADP) equipment.

DSCP's new vision is "To be the worldwide provider of federal logistical services, champion of military readiness, and a leader in business innovation."

### **Defense Supply Center Philadelphia Europe**

Located in Mainz-Kastel, Germany, Defense Supply Center Philadelphia Europe (DSCPE) helps DSCP ensure the combat readiness and sustainment of America's fighting forces throughout Europe and Middle Eastern areas of operation. Its customers include all of America's uniformed services as well as some United States Embassies in the region. Customers include the European Command; the Central Command; the Defense Commissary Agency; the



State Department; and military hospitals and clinics. DSCPE also supports military exercises, contingency operations and humanitarian relief efforts, such as COUNTERPART INTERNATIONAL's distribution of excess food items to the republics of the former Soviet Union.

### **Defense Supply Center Philadelphia Pacific**

Located in Hawaii, Defense Supply Center Philadelphia Pacific (DSCPP) helps DSCP fully meet the needs of warfighters stationed throughout Guam, Korea, Hawaii, Japan, and Okinawa with all of DSCP's commodities. DSCPP has enhanced its focus on Western Pacific customer service and support to include expanded forward presence, increased exercise participation in the Pacific Rim. ■



# Defense Energy Support Center

Director: vacant

Headquarters: DLA Headquarters Complex, Fort Belvoir, Va.

**Mission:** To provide the Department of Defense (DoD) and other government agencies with comprehensive energy support in the most effective and economical manner possible.

## People

Civilians..... 590  
Military..... 70

**Web Site:** [www.desc.dla.mil](http://www.desc.dla.mil)

**Description:** The Defense Energy Support Center (DESC) provides energy to the military services, DoD, and other federal agencies at more than 4,000 locations worldwide. Although its beginnings date back to World War II, in 1962 DESC became part of the Defense Logistics Agency (DLA), then known as the Defense Supply Agency. Since 1964, DESC has purchased and managed energy products and services for DoD. Prior to 1998, the Center was known as the Defense Fuel Supply Center.

DESC manages 250 national stock numbers for petroleum products. The products include jet fuels, aviation and automotive gasoline,



heating oil, lubricants, coal, natural gas and electricity. The major fuels DESC purchases are JP-5, a kerosene-based jet fuel; JP-8, a kerosene-based fuel comparable to commercial jet fuel; or Jet A-1, and F-76, a naval diesel fuel.

The Center purchases more light refined petroleum product than any other single organization or country in the world. With a \$3.5 billion annual budget, DESC procures nearly 100 million barrels of petroleum products each year. That's enough fuel for 1,000 cars to drive around the world 4,620 times—or 115.5 trillion miles.

Four commodity business units manage DESC's products. Bulk Fuels provides procurement and distribution of petroleum products, the majority of DESC's business. Direct Delivery manages fuels that are delivered directly from the contractor

to the customer. Facilities and Distribution manages fuel terminal and storage operations, including government-owned, contractor-operated and contractor-owned, contractor-operated facilities. Alternative Fuels provides natural gas, coal and electricity. The recent deregulation of electricity in some states has intensified DESC's mission to provide electricity and energy conservation measures to its customers.

DESC recently launched several innovative programs to bring fuel to its customers economically and efficiently. The Aviation Into-Plane Reimbursement Card Program allows military service and federal agency pilots to purchase fuel at commercial airports, replacing more complicated, paper-based methods used in the past. As another paperless program, the Fleet Card allows drivers of

military ground vehicles to refuel quickly with a credit card.

In addition, a new system of operation and maintenance of fueling stations has made its mark at Fort Bragg, N.C. and Schofield Barracks, Hawaii. Automated Fuel Dispensing Facilities are contractor-owned, contractor-operated stations that provide less costly environmentally-compliant support to the military. Fort Bragg's facilities opened in November 1998, resulting in a savings of \$6.5 million in military construction money and \$3 million in operating costs. Schofield Barracks began pumping fuel in February 1999, with a projected cost-avoidance of \$27 million over 20 years.

Other initiatives to reduce paper processing and deliver product more efficiently to customers include the Bid Evaluation Model, a database that analyzes transportation rates, delivery modes and shipping points to determine the lowest laid-down cost for a contract award. Under the new system, evaluation time has been reduced to 20 minutes from a previous 24-hour turnaround time. Also, the Paperless Ordering & Receipt Transaction System (PORTS) processes fuel transactions electronically through a Web-based program that allows for ordering, invoicing and receipting over the Internet.

PORTS began phased-in implementation in the spring of 1999.

DESC looks for ways to improve services for its employees as well as its customers. In April 1999, DESC and the American Federation of Government Employees Local 2449 signed a partnership agreement for the two organizations to work collaboratively to enhance operations and resolve disputes. Also, a Multifunctional Program, still in its infancy, allows employees to train in an additional Commodity Business Unit to broaden their expertise, benefiting the organization's efficiency and the employees' professional potential.

As the supplier of fuel for DoD, DESC plays a critical role overseas in support of U.S. military installations and operations. As part of Operation Allied Force, DESC provides forces in Kosovo with air, land and sea support in the form of jet fuels JP-5 and JP-8, F-76 Marine diesel fuel, diesel and gasoline. ■



### **Regional offices:**

#### **DESC Americas**

Headquartered in Houston, Texas, with field offices in Los Angeles, St. Louis and Fort Dix, N.J.

#### **DESC Middle East**

Headquartered in Juffair, Bahrain

#### **DESC Europe**

Headquartered in Wiesbaden, Germany, with field offices in Miesau, Germany; Camp Darby, Italy; Rota, Spain; Sigonella, Italy; Incirlik, Turkey; and London, England

#### **DESC Pacific**

Headquartered at Camp Smith, Hawaii, with field offices in Anchorage, Alaska; Taegu, Korea; and Yokota, Japan

## Defense Distribution Center

Commander: Army Brig. Gen. Barbara Doornink

Headquarters: New Cumberland, Pa.

**Mission:** To distribute, store and manage materiel and information enabling a seamless, tailored worldwide Department of Defense (DoD) distribution network that provides effective support to the Commanders-In-Chiefs (CINCs), military services and other agencies...in theater and out...during war and peace.

### People

Civilians..... 10,786

Military..... 130

**Web address:** [www.ddc.dla.mil](http://www.ddc.dla.mil)

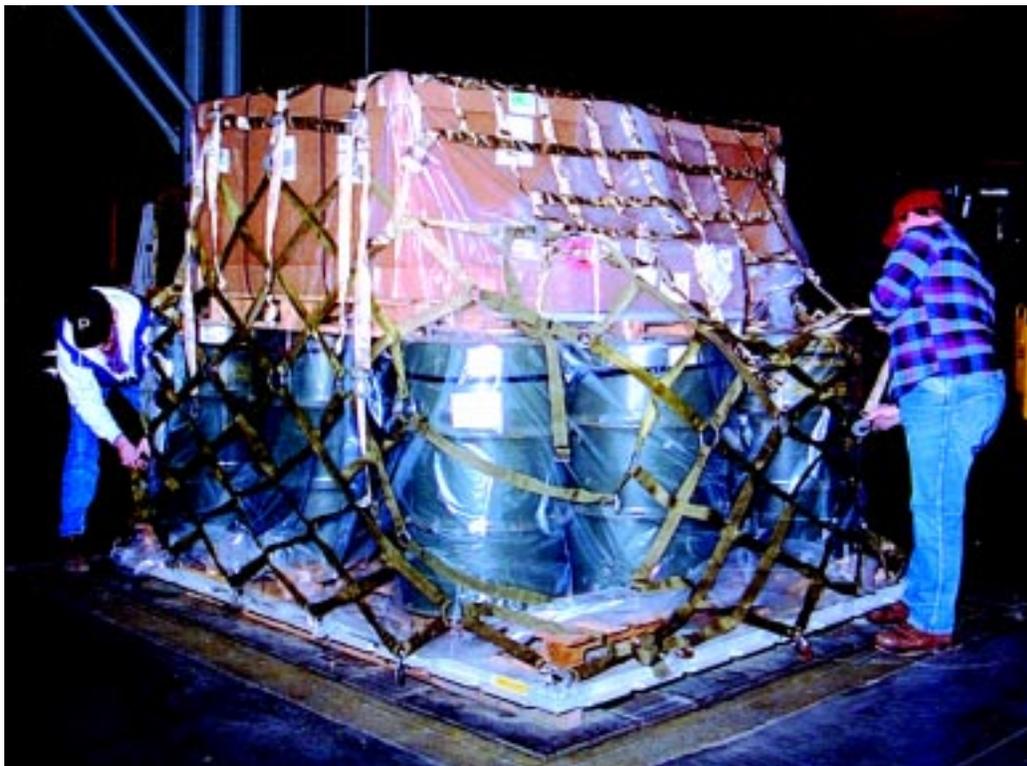
**Description:** The Defense Distribution Center (DDC) is a combat support organization, providing a single, unified materiel distribution system for DoD and under Defense Logistics Agency (DLA) manage-

ment. DDC's distribution depots comprise two categories of facilities—some that are highly automated, specifically designed to

provide global support for general commodities, while others are used to fill customer requirements on a regional basis or to provide global support for material that requires special handling, equipment, facilities or training.

DDC manages 24 distribution depots across the United States, Germany and Japan. Co-located with the DDC Headquarters in New Cumberland is Defense Distribution Depot Susquehanna, Pa. (DDSP). DDC also assumed the management of two additional depots in Yokosuka, Japan and Pearl Harbor, Hawaii in April 1999.

The DDC is an organization grown out of the consolidation of service-specific supply



depots begun in 1990. Defense Management Review Decision 902 directed all supply functions be consolidated under DLA. The goal of the consolidation was to reduce the cost of operation, improve customer support, to reduce redundant infrastructure and standardize policies and procedures.

DDC is principally responsible for the receipt, storage, issue, packing, preservation and worldwide transportation of such commodities as clothing and textiles, electronics, industrial, general and construction supplies, subsistence and medical material.

DDC's distribution depots store six million stock numbers in 500 million cubic feet of storage space and process over 25 million transactions annually.

Over the past year, DDC has been successful in improving distribution operations. By setting new standards, DDC has improved customer service significantly, enabling customers to slash inventories, yet sustain readiness.

One of DDC's top priorities is to work with the Inventory Control Points and the military services to keep the supplies that are needed and dispose of those that aren't. This will reduce the infrastructure and those savings can be passed to the cus-



tomers. DDC's goal is to enable customers to spend their resources on readiness and the tools of their trade, not logistics.

In addition, the DDC took over worldwide distribution of maps with the addition of the Defense Distribu-

tion Mapping Activity (DDMA), located in Richmond, Va. DDMA manages 11 manned and unmanned Map Support Offices around the world.

DDSP is DoD's primary distribution site (PDS) for the eastern United States and supports customers worldwide. Defense Distribution Depot San Joaquin, Calif. (DDJC) is the PDS for the western United States and supports customers worldwide. Both PDSs use sea, air and surface transportation to distribute supplies including food, clothing, medicine and spare parts for a vast array of military equipment.

In addition to routine supply support to the U. S. Armed Forces, DDC depots also support humanitarian relief efforts throughout the world. ■

### **Distribution Depots**

Anniston, Ala.  
Albany, Ga.  
Barstow, Calif.  
Cherry Point, N.C.  
Columbus, Ohio  
Corpus Christi, Texas  
San Diego, Calif.  
Hill, Utah  
Jacksonville, Fla.  
McClellan, Calif.  
Norfolk, Va.  
Oklahoma City, Okla.  
Pearl Harbor, Hawaii

Puget Sound, Wash.  
Red River, Texas  
Richmond, Va.  
San Joaquin, Calif.  
Susquehanna, Pa.  
Tobyhanna, Pa.  
Warner Robins, Ga.  
Yokosuka, Japan  
Germersheim, Germany

### **Other Activities**

Defense Distribution  
Mapping Activity, Richmond,  
Va.

## Defense Reutilization & Marketing Service

Commander: Navy Capt. Richard H. Feierabend

Headquarters: Federal Center, Battle Creek, Mich.

**Mission:** To manage personal property disposal operations world-wide for the Department of Defense (DoD), including reutilization of serviceable assets, in support of the military services and other authorized customers.

### People

Civilians..... 2,796  
Military..... 15

**Web address:** [www.drms.dla.mil](http://www.drms.dla.mil)

**Description:** The Defense Reutilization and Marketing Service (DRMS) is responsible for disposing of property no longer needed by the military services. This property includes everything from vehicles and office equipment to scrapping of Naval ships and the proper disposal of hazardous materials. However, DRMS is not responsible for disposal of radioactive property or real estate. The inventory changes daily and includes tens of thousands of items.



Excess property is first offered for reuse within DoD, transfer to other federal agencies or donation to state and local governments and other qualified organizations. This reuse action allows the government to make full use of resources and

throughout DoD avoids unnecessary procurement of property. The remaining property is sold to the public as surplus. DRMS also supports the State Department's Humanitarian Assistance and DoD's Foreign Military Sales programs.

DRMS International has operations stretching across 12 time zones. Headquartered in Wiesbaden, Germany, International's 26 Defense Reutilization and Marketing Offices (DRMO) support U.S. military activities in 28 countries.

In the DRMO set up in Bosnia-Herzegovina, DRMO employees are making sure the hazardous materials excessed by the military are handled in a way that satisfies European standards.

DRMS is also playing a key role in the closure of U.S. bases in Panama by helping to dispose of hundreds of thousands of items no longer required by the military.



Much of the material is being given to local charities through a government donation program.

During fiscal 1998, \$5 billion worth of excess property was reutilized, transferred or donated—revenue from property sold as surplus totaled \$161.2 million. DRMS' award winning web site—[www.drms.com](http://www.drms.com)—allows customers from around the world to search for property, and request or purchase property online.

DRMS is progressing toward the goal of moving information, not property. As property is turned into DRMS, the information about the property is captured electronically. Customers then use their computers to examine the entire inventory and place their requests via the web. This avoids the need to move property, saving time, money, and wear and tear on the property.

DRMS is partnering with the private sector to provide the best, most economical service to the American taxpayer. For instance, DRMS has contracted out 30 percent of the usable sales and marketing program to Levy/Latham Global. This is a first in the DoD pilot partnership program and is proving beneficial to DRMS, allowing for cost reductions and a focus on core competencies. DRMS also manages the disposal of DoD excess hazardous materials and property, carefully minimizing associated environmental risks and costs. The Resource Recovery and Recycling Program conserves natural resources, reduces waste, and returns money to the military installations participating in the program.

Last year, DRMS returned \$16.8 million to installations. In 1998, DRMS announced

the closure of 49 of its 137 field offices. By fiscal 2001, this action will have saved the taxpayer between \$35 and \$40 million. Further, plans to subject field operations to public-private competition are expected to save an additional 20 percent of costs.

As in all major organizations, employees are DRMS' most valuable assets. Due to the increased use of the electronic media, DRMS is dedicated to upgrading skills and ensuring DRMS employees are ready for future operations.

DRMS vision is to be "DoD's provider of choice for worldwide reuse, recycling and disposal solutions." DRMS believes that choice is a key element of encouraging high performance results at best prices.



Solutions may be instituted by government employees, or may come from the private sector, or may include a combination of public and private partnerships. All of which add up to a faster, better, cheaper and smarter DoD disposal system. ■



# Defense Logistics Information Service

Commander: Marine Corps Col. Robert L. Songer    Headquarters: Federal Center, Battle Creek, Mich.

**Mission:** To obtain, manage and integrate logistics data from a variety of sources for dissemination as enhanced information to meet or exceed the needs of the Department of Defense (DoD), federal agency and international logisticians.

## People

Civilians ..... 900  
Military ..... 3

**Web address:** [www.dlis.dla.mil](http://www.dlis.dla.mil)

**Description:** The Defense Logistics Information Service's (DLIS) primary mission is to support all logistics functions of DoD, other government agencies and foreign governments by managing and distributing logistics information on the seven million supply items in the Federal Logistics Information System (FLIS). Information on these items is distributed in a variety of media — CD-ROM, floppy disks, online services and hard copy. DLIS uses the FLIS as the primary means to organize and maintain information from the Federal Catalog System (FCS).



The supply items DLIS processes range from hand grenades and guided missiles, to propeller blades and space vehicles, to soap dishes and washing machines. Using a specially-tailored universal logistics language, DLIS identifies supply items at locations around the world. It describes items, tells who uses and manages each item, and where it is stocked, stored and issued. Logistics

data is the key to military readiness and DLIS' mission is critical to that readiness.

DLIS serves as the U.S. representative in all matters relating to international codification to NATO and other foreign governments. DLIS provides technical assistance and guidance on the operation, principles, and procedures of international codification, and serves on NATO panels and task groups.

Since 1985, DLIS has implemented and maintained the Military Engineering Data Asset Locator System (MEDALS).

DLIS provides training to the logistics community to keep services and agencies informed on how to use the FCS and MEDALS, and to keep everyone aware of enhancements to the FLIS.

In 1998, DLIS completed steps to add Army, Marine Corps, Defense Logistic Agency (DLA) and Air Force cataloging to the existing DLIS mission, created a world-class



customer support/call center and provided 24-hour customer support to Operation Desert Fox, assisting deploying units to resolve any logistical needs.

The Logistics Information Network (LINK) was improved to allow logisticians to use the World Wide Web to access the system. LINK helps users locate sources of supply and track the status of their supply requests world-wide. DLIS also helped develop and implement the Central Contractor Registration (CCR) web site to make it easier for businesses to register and update their information online. The CCR process provides the government with identifying information about companies offering their goods and services. It also ensures that the necessary financial information is available to pay vendors electronically.

An online Universal Product Code directory was also created to allow the use of commercial barcodes in managing items whenever possible. A new Demilitarized Coding Management Office was created to review the demilitarization codes for items in FLIS. The review will help ensure that items that need to be demilitarized to protect classified information, trade secrets or public safety are properly coded.

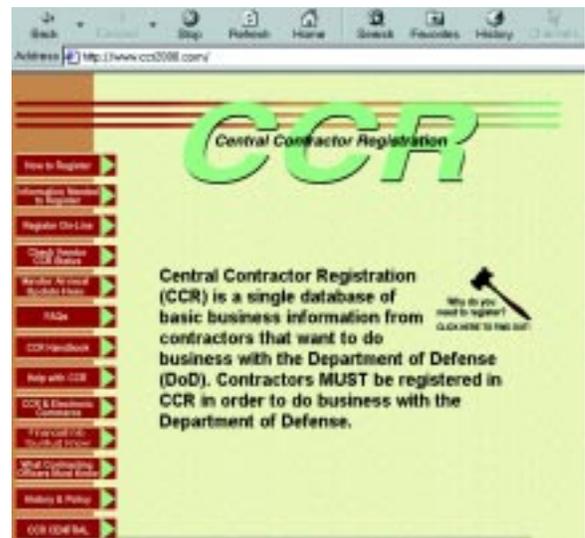
DLIS plans to continue talks with the Navy to add their cataloging operations in 2000. Talks are also ongoing with the National Weather Service and other agencies to support their cataloging needs. DLIS is also continuing the development of a standard cataloging system and has successfully completed the initial deployment of the Environmental Reporting Logistics System, which makes it easier for Defense Reutilization and Marketing Offices, Defense Supply Centers and Defense Distribution Depots to monitor the levels of hazardous materials they

have on site. The second phase of the program will allow the system to recommend environmentally-friendly products.

DLIS is working to improve the quality of its products and services in many ways. One method is in a partnership with Western Michigan University to develop scientifically-sound surveys that identify customer needs.

DLIS is working to employ the latest technologies to help customers with each step in the integrated logistics process that manages items from acquisition to their disposal. Emerging technologies are also used to improve DLIS' business practices.

During 1998, DLIS was recognized by *Computerworld* magazine and the Smithsonian Institution for the use of scanners and imaging software that allow DLIS to assign commercial and government-entity codes to businesses five times faster than mailed requests. DLIS' vision for the future is to be recognized as the premier DoD logistics informa-



tion broker and a major broker of logistics information for federal and international agencies. ■

### Logistics Information Network

- ◆ Online interface to information from 14 logistics systems in DoD and GSA
- ◆ 2.75 million queries in 1998
- ◆ RapidLINK provides real-time, interactive access
- ◆ SmartLINK simplifies search techniques



# Defense National Stockpile Center

Administrator: Richard Connelly

Headquarters: DLA Headquarters Complex , Fort Belvoir, Va.

**Mission:** To sell and maintain strategic and critical materials to reduce the nation's dependence on foreign sources of supply during national emergencies.

**People**

Civilian ..... 259  
 Military ..... 0

**Web address:** www.dnsc.dla.mil

**Description:** Historically, the Defense National Stockpile Center (DNSC) operates as an international commodity broker of strategic and critical materials for the U.S. government, primarily to meet national security requirements. DNSC has the experience of over half a century in buying, selling and warehousing materials.

The Center initially was designed to prevent costly dependence on foreign sources for strategic and critical materials under conventional war conditions. With the changed international political environment

since the 1980s, and revised policy guidance, the multi-billion-dollar inventory controlled by DNSC has been recognized as a valuable government asset. In 1992, Congress directed DNSC to sell the bulk of their commodities.

Proceeds from the international sale of commodities are used to provide direct multi-million dollar support to defense programs facing shortfalls. DNSC also has directly assisted the military services and related defense programs such as foreign military sales and armored tank development.

The strategic and critical materials offered for sale in a given fiscal year varies based on policy requirements, Congressional authorizations and market conditions. Examples of



materials offered for sale through fiscal 1999 include cobalt, graphite, diamond stones, zinc and titanium sponge.

Today, DNSC stores more than 70 commodities with a market value of approximately \$4 billion. They sold more than \$462 million of excess raw or semi-processed materials in fiscal 1998. DNSC has 12 staffed sites and 60 unstaffed depots worldwide.

DNSC was one of five recipients to receive the 1999 Commander-in-Chief's Award for Installation Excellence. ■



## Stockpile Staffed Sites

- Baton Rouge, La.
- Binghamton, N.Y.
- Clearfield, Utah
- Curtis Bay, Md.
- Gadsden, Ala.
- Hammond, Ind.
- Mechanicsburg, Pa.
- New Haven, Ind.
- Point Pleasant, W. Va.
- Scotia, N.Y.
- Somerville, N.J.
- Warren, Ohio

# DLA Europe and DLA Pacific

Commander, DLA Europe: Army Col. Gary L. Harris  
Commander, DLA Pacific: Army Col. Allen Cleghorn

Headquarters: Wiesbaden, Germany  
Headquarters: Taegu, Republic of Korea

The Defense Logistics Agency (DLA) Europe is the DLA Headquarters' focal point with the European Theater and directly services the DLA Headquarters' mission by providing customer assistance, liaison, services, war planning interfaces and logistics support to the Commander-in Chief, European Commands and his service components' commands: U.S. Army, Europe, US. Air Forces in Europe, Naval Forces, Europe, Marine Corps Forces, Europe and Special Operations Component, United States European Command.

DLA Europe has its main offices in Wiesbaden, Germany. The organization includes a Command Section, a Logistics Plans and Operations Directorate, Customer Support Team and a Logistics Operation Center.

For more information, call 011 (49) 611-380-7601, DSN 314-338-7601

DLA Pacific is the DLA Headquarter's focal point within the

Pacific Theater and offers the same logistics support to the Commander-in-Chief, Pacific Command, and the service components' commands. In the Pacific Theater, the Commander

(CINCPAC), DLA Pacific, positioned in Taegu, Korea, to better support the combat forces on the ground in Korea. The deputy commander is assigned in Hawaii to represent the Director of DLA to CINCPAC and coordinate long-range strategic logistics support planning with the Pacific Command logistics plans staff

Through their active interface with all DLA activities in their respective theaters, these units provide quick response to warfighter concerns and ensure the full spectrum of DLA resources is focused in support of any contingency. For more information, call (808) 477-1243, DSN 315-477-1243. ■

