



Awards

Three DLA Senior Executive Service members awarded Presidential Rank award

Three Defense Logistics Agency Senior Executive Service members have been selected to receive the Presidential Rank of Meritorious Executive Award for sustained exceptional performance in public service. The selectees are Jeff Jones, deputy commander, Defense Logistics Support Command, George Allen, he Defense Supply Center Philadelphia's deputy commander and Frank B. Lotts, deputy commander of the Richmond Defense Supply Center.

Rank awards are given annually by the President and the Vice President to no more than one percent of a select group of the federal government's 6,000 Senior Executives. Award winners are nominated by their agency heads; evaluated by boards of private citizens, and approved by the President of the United States. Career senior executives are the government's key managers who work directly with the President's top appointed officials.



Jeff Jones

Jones was cited for his consistent vision, leadership, and skill in moving a large and diverse workforce forward to perform on a par with industry leaders. He was recognized in five different areas: Leading change, leading people, results driven, business acumen and building coalitions and communications.

One of the initiatives Jones accomplished was implementing a virtual corporation for DLA employees at five sites who acquire and

provide spare parts, fuel, food and medical supplies to the military services. Another initiative involved consolidating DoD's energy supply management into a single agency, using a commercial model. Jones organized a process to collapse the two distribution management headquarters into a single entity to achieve an effective operation of all remaining distribution sites as a unified system.

Allen said he could not have won the award without the support of DSCP's workforce. "This award reflects more on you [the Defense Supply Center Philadelphia] and your efforts than it does mine," said Allen. "I am honored to be riding the crest of your continuing success in reengineering the business of Defense Department logistics and providing exceptional customer support. Please accept my sincere appreciation for this success which is really yours."

Some of Allen's accomplishments include tripling the medical prime vendor sales, expanding the number of items managed in the supply chain and expanding the Center's electronic commerce initiatives.

DSCP also earned eight hammer awards, Vice President Al Gore's program to award those agencies committed to reinventing government.

Allen is a graduate of Penn State University with a master's degree in public administration and a bachelor's in political science.

Lotts, received the award in recognition of his sustained superior accomplishments in management and

noteworthy achievement of quality and efficiency in public service.

As the senior civilian at the 600-acre installation in Chesterfield County, Lotts is recognized as a powerful catalyst for change throughout DLA and the Department of Defense, said Army Lt. Gen. Henry T. Glisson, director of DLA.



Frank B. Lotts

Despite almost doubling the workload and changing its focus from inventory management of general supplies to readiness-related weapon systems inventory, Lotts' professionalism, leadership and his ability to excel in an ever-changing high stress environment, has enabled the center to provide seamless support to its military and federal customers, according to the award citation.

During his tenure as deputy commander, the center has won three Commander-in-Chief's Installation Excellence Awards, three White House Closing the Circle awards, five National Performance Review Hammer awards and the U.S. Senate Productivity and Quality Award.

A civil servant since 1971, Lotts started at the supply center as an intern. He holds a master of arts degree in public administration from the University of Virginia and was a senior executive fellow of Harvard University's John F. Kennedy School of Government. □



George Allen



DLA employees earn Defense Productivity Excellence award

by Lynford Morton
DLA Congressional and Public Affairs

Three Defense Logistics Agency employees won the Secretary of Defense's Productivity Excellence Award for developing a capability that allows DLA to gather information about the quantity, location and condition of supplies anywhere in the Department of Defense logistics system. The information is then used to improve logistics processes.

Robert M. Vitko, Brenda K. Meadows, and Karen R. Townley developed a process that gave DLA visibility of Army, Navy, Air Force and Marine Corps retail assets and the ability to repurchase those stocks to fill orders. Using the process has saved DoD \$180 million to date.

The Secretary of Defense Productivity Excellence Award is DoD's highest recognition of individuals who, through their creativity and initiative, have developed innovative ideas to improve the quality and productivity of Defense operations. Rudy DeLeon, Under Secretary of Defense for Personnel and Readiness, presented the team with the award May 12 in a Pentagon ceremony.

Before the team implemented their Total Asset Visibility process, when a service member purchased an item from DLA, the Agency stopped tracking the product after it left the depots. "If we had a requirement and didn't have the stock on hand, there was no way to know if anyone else in the department had it," said Meadows, an inventory management specialist in DLA's Defense Logistics Support Command.

The team forged agreements with DLA's customers, the military ser-

vices, to allow the Agency to look into customers' warehouses via information systems, and purchase materiel back from them. "The main thrust is when their assets are above their operational needs," said Vitko, also an inventory management specialist in DLSC, "we pay them for it, so we are turning assets above their needs into cash and then using these assets to support the requirements of other customers."

In addition, business rules also stipulate that some requisitions are important enough to warrant taking from stocks that fall within a customer's operational needs. "Part of the deal is that once in a while they give up the assets they do need to support someone else who is going to war," said Vitko.

The process happens automatically. For instance, 60 days before a purchase, a query would automatically go out to retail systems asking if there is any equipment above operational needs. A similar interrogation is made when a request goes on backorder because an item is out of stock.

"It helps everyone because it uses assets that the service members would have on their shelves to fill a need somewhere else," said Karen R. Townley, the computer specialist who wrote most of the code implementing the design.

The process is invisible to DLA customers. A service member puts in a requisition to DLA, but never knows that their support came from someone else. "DLA acts as the broker by billing the requisitioner and reimbursing the shipper, while remaining in the background as the customers' champion," said Meadows.

"We're saving money and improving readiness at the same time," said Vitko. "You spend a lot of years

working and then you have a chance to take everything you've learned and apply it to something that will make a difference." □

JECPO website earns award

Rick Clark of the Joint Electronic Commerce Programming Office earned the Government Information Technology Services Board award from the Industry Advisory Council on Oct. 4, at the IAC's 9th Annual Executive Leadership Conference in Richmond, Va. Clark developed a website that facilitates an individual's opportunity to do business with the Department of Defense.

The website's mission is to provide a single point of entry for users to identify and locate business opportunities and information resources within DoD. Clark said the site has had over 3 million visits since June and exemplifies the desired development of an "electronic government" which will make government services more accessible, more efficient, and easier to use."

The system provides a win-win situation for vendors and the government, Clark said. Vendors are provided with more accessible opportunities to do business that are easier to locate. In addition, the response time from government agencies is significantly reduced. DoD benefits from a larger customer base which provide shorter procurement times with lower operating cost due in part to more paperless operations. Another benefit is increased flexibility because of the increased visibility.

For more information, visit www.dodbusopps.com □



Philadelphia teams awarded for reinventing government practices

Three teams from the Defense Supply Center Philadelphia recently won Vice President Al Gore's Hammer Award.

The Defense Supply Center Philadelphia's medical directorate's readiness and customer support team won for reinventing DSCP's entire wholesale logistics process used to meet medical wartime needs. This is the Medical directorate's fourth Hammer Award.

The U.S. Department of Agriculture and the DSCP's subsistence directorate's produce business unit got together to come up with better ways of supplying millions of children with fresh fruit and vegetables through USDA's school lunch program.

DSCP general and industrial directorate's industrial prime vendor team created a method for supplying industrial hardware items to military customers at Cherry Point and North Island.

The Hammer Award is presented to teams of federal employees who have made significant contributions in support of reinventing government principles and reducing acquisition costs.

Medical directorate

Army Lt. Col. Robert Minnick, chief of DSCP's medical directorate's readiness office, said Medical's intent was to develop new solutions to readiness problems, while reducing costs to the taxpayer.

Each readiness program has one significant reinvention imperative—a cooperative partnership between the government and commercial sector. This partnership encourages the exchange of information that reassures DSCP's military partners that critical medical readiness items will be

available when the troops need them. Minnick said the level of readiness available today greatly exceeds past levels at a fraction of the cost.

"For every dollar the Defense Department invests in its [medical] program, it gets guaranteed access to about \$7 worth of fresh, modern medical supplies," he said. "The department no longer need a substantial amount of depot space because they no longer need to store a large inventory of medical materiel.

Subsistence directorate's produce business unit

The efforts of USDA and DSCP have resulted in more nutritious lunches for school children, lower prices through larger orders, reduced costs to the American taxpayer, and more business for the small farmer. Schools have a choice of 200 produce line items with delivery within 48 hours.

The partnership started in 1994 when representatives from the USDA approached DSCP about setting up their own food buying and distribution system. Instead of setting up their own system, Paul Amato suggested letting DSCP buy the fresh produce. Today, about 39 states, Washington, D.C., and Guam are supported through this program.

Since law prohibits the federal government from selling directly to states and schools, DSCP became the prime vendor for USDA. DSCP sells the food directly to the USDA, but handles all the buying and shipping of the produce, using commercial vendors that distribute the produce directly to the schools.

"Our leverage and flexibility allows us to spread out costs, pay attention to detail and have face to

face contact with our customers," Amato said, chief of DSCP's produce business unit.

"It's a great situation for everyone involved," added Amato. "The agencies may have won the awards, but it's the millions of schoolchildren who reap the benefits of fresher, more nutritious lunches."

General and industrial directorate's industrial prime vendor team

The team won a Hammer award for helping improve and streamline the supply of weapons system spare parts to America's warfighters.

The team included DSCP's employees, industry partners from Raytheon Co., Lexington, Mass. and customer representatives from Naval Aviation depots at North Island, Calif. and Cherry Point, N.C.

"The team responsible for this effort was innovative, totally customer-focused, and demonstrated a tenacity in the face of numerous obstacles which arose during the course of this initiative," said Air Force Col. George O'Neal, director of DSCP's general and industrial directorate. "They are truly deserving of this recognition."

Under the industrial prime vendor contracts, Raytheon supplies and manages hardware items needed to repair and upgrade rotary and fixed wing aircraft. Using just-in-time delivery, Raytheon orders and ships parts directly to the depots as needed, eliminating most storage and material obsolescence costs. The NADEP facilities get the logistics support they need with the potential for significant savings. □

Articles by Danielle Blandford, Dena Selkow and Lorraine Netzko, DSCP Public Affairs



DLA honored by OPM

The Defense Logistics Agency was among several federal agencies honored by the Office of Personnel Management for their outstanding work/life programs, given to agencies that have worked to develop family-friendly workplaces.

The other winners are the National Institutes of Health, Department of Health and Human Services, Washington D.C., the U.S. Agency for International Development, Washington D.C., and the U.S. Agency for International Development, Washington D.C.

In a congratulatory letter to the recipients of the 1999 OPM Director's Award for Outstanding Work/Life Programs, OPM Director Janice Lachance praised the agencies for their foresight.

"I commend the winners for meeting the challenge and leading the way to family-oriented and flexible workplaces. They serve as catalysts for the creation of a culture responsive to the needs of all our employees as we face the challenges of the new millennium."

The event marked the sixth year awards have been given to federal agencies that have established model programs to help their employees achieve a better balance between their work, family and personal lives. □

DLA employees of the quarter honored

The Defense Logistics Agency employees of the quarter for the period of April to June 1999 are Sammy Espinoza from Defense Distribution Depot San Joaquin and George Singleton Jr., from Defense Contract Management Command San Antonio, DCMC Shreveport Office. They were recognized by DLA Director Lt. Gen. Henry T. Glisson at a ceremony in the headquarters complex Nov. 8.

Espinoza is a maintenance mechanic whose high quality workmanship in remodeling several employee break rooms and conference rooms at DDJC resulted in his nomination as DLA Employee of the Quarter.

"Mr. Espinoza's work proudly reflects the high standards for quality of life in the workplace set by the depot, DDC [Defense Distribution Center] and DLA," Thomas A. Dotta, Espinoza's supervisor, wrote in the nomination letter. "This is reflected in the break rooms, offices and work areas that have been professionally remodeled by Mr. Espinoza with astute attention to detail that would make any employee proud to come to work in such a quality of life setting."

Away from the office, Espinoza has contributed his time and energy to the community. At his local school district, he coached track, basketball and for the past 20 years has been the

director of basketball tournaments. He donated his time, taking two weeks of annual leave, to strip and refinish 96 pews at a local church.

Singleton is the lead quality assurance representative at the Boeing Aircraft Modification Center, Shreveport, La. Under his own initiative, he undertook a project to free hanger space and declare accumulated property excess.

Singleton set in motion a systematic inventory and identification program that resulted in 78 pallets of components valued at nearly \$30 million to be declared excess.

In addition to the dollar savings, the action resulted in approximately 5,000 square feet of hanger space freed for housing aircraft. With this space, the BAMC has reduced the turn around time on C-5A aircraft from 28 days to 21 days, while simultaneously modifying C-130 Rescue Aircraft and five CH-47 British helicopter modifications.



Defense Logistics Agency Director Lt. Gen. Henry T. Glisson, left, and Employee of the Quarter Sammy Espinoza from Defense Distribution Depot San Joaquin.

Singleton has also distinguished himself as a local humanitarian through his involvement with his church's Youth League and serving as a foster parent for seven children over the past 30 years.

"Mr. Singleton is an extremely productive and valued member of the DCMC San Antonio," Jerry Richardson, Singleton's supervisor, wrote in the nomination letter. "His attitude, commitment to excellence and contributions to the organization are substantial as well as being an inspiration to both internal and external customers." □



EEO earns "Best Practices" Award

The Defense Logistics Agency has been awarded the Equal Employment Opportunities/Human Resources Best Practices Award during the Fourth Annual EEO/HR Forum in Tampa, Fla., in September.

The award recognizes the government agency that best demonstrates teamwork and innovation in EEO and HR Office collaboration in resolving EEO and HR issues, reducing complaints, meeting agency goals, and improving the effectiveness of the EEO and HR functions. Loretta Haley, deputy staff director for EEO, accepted the award on behalf of DLA.

"DLA has long recognized the fact that people are the single most

valuable resource that make the programs work," Haley said.

"DLA is also aware of the necessary collaboration of HR and EEO to have the desired level of success in the people programs," she said.

Some examples of this collaboration are:

"Pre-decisional Meetings" in the processing of complaints, where HR, EEO, and Counsel offices are involved to sort out details and providing expedient resolutions at the lowest level.

"Glass Ceiling" initiatives that help overcome obstacles faced by women gaining senior level positions in the Agency.

Process Reengineering Networking, where the exploitation of technol-

ogy provides enhanced communication between offices and better tracking of problems and resolutions.

Staffing initiatives that work to promote diversity and to improve the representation of minority groups in the Agency's work force.

A performance awards program that publicly recognizes outstanding employee performance and team accomplishments.

Director of Defense Logistics Agency Lt. Gen. Henry Glisson says, "This kind of initiative and streamlining is typical of the innovation and high standards we have in DLA that will guarantee the continued infallible success of this agency in supporting America's warfighters." □

DLA earns DoD award for achievements and accomplishments in affirmative action programs

The Defense Logistics Agency was one of three recipients of the Department of Defense's Award for achievements in employment of individuals with disabilities. DLA received the Secretary's trophy for the best mid-size component during the Pentagon ceremony on Oct. 13. Lt. Gen. Henry T. Glisson, DLA's director, received the award from the Honorable Rudy de Leon, Under Secretary of Defense for Personnel and Readiness.

The DoD awards were established to honor three DoD components annually for outstanding accomplishments in their affirmative action programs for people with disabilities. In addition to the mid-size component category, awards are presented to the best military department and best small component. The trophies are brass cups and travel annually from one winner to the next.

According to de Leon, "DoD has set a goal of increasing the percentage of disabled employees on the defense work force from 1.4 percent to 2 percent." He also noted that DoD has purchased more than 17,000 pieces of computer equipment designed to accommodate disabled workers.

At the end of fiscal year 1998, employees with disabilities within the DLA work force stood at 9.2 percent. "Diversity is one of DLA's strengths and includes all



At the award ceremony for achievements in employment of individuals with disabilities, *from left to right*, Brenda Moore, Defense Distribution Center and award recipient, Defense Logistics Agency Director Lt. Gen. Henry T. Glisson, DLA Staff Director, Equal Employment Opportunity Fania Magana and EEO staff member Phil Hepperle.

people- those with and those without disabilities. The award makes us realize that life is fragile and each one of us could have a different lifestyle tomorrow," commented Glisson. □



DLA honors vendors and customers

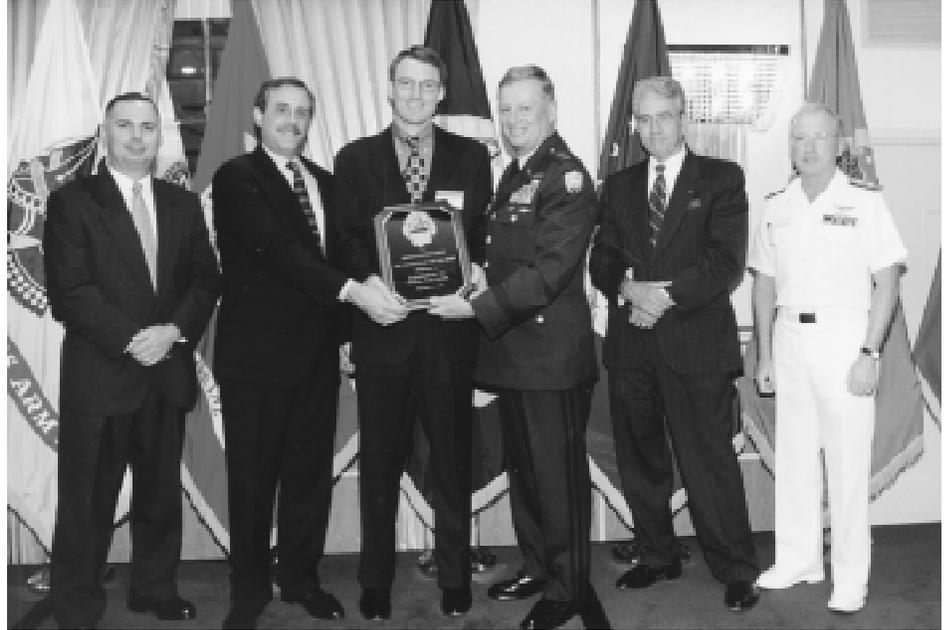
The Defense Logistics Agency recently honored 20 industry representatives and DLA customers who demonstrated excellence in their support of defense business. The Business Alliance Awards, recognizing quality performance of both vendors and customers, were presented by Lt. Gen. Henry T. Glisson, DLA director, and Stan Soloway, deputy undersecretary of defense for Acquisition Reform.

The Business Alliance Awards are presented annually to companies representing the best of industry supporting the business of defense. The award program is part of a larger effort to pursue partnerships with industry and building long-term relationships based on quality products and services, and for durable solutions to logistics challenges in peace and war.

Acknowledging the many great contributions made to DLA's support of warfighters at home and abroad, Glisson praised the industry representatives for their sense of fairness and patriotism, as well as genuine concern for those who wear the uniform and protect our nation's interest. "On behalf of a grateful Agency, a grateful nation, and all who wear the uniform, I want to say thank you very, very much for your service to the United States and to the Department of Defense."



The Commanders' Choice Award went to Maj. Gen. Geoffrey B. Higginbotham, (left), Deputy Chief of Staff for Installations and Logistics, HQ USMC posing here with Lt. Gen. Henry Glisson, DLA director,



Posing with the New DLA Contractor of the Year awardee are (from left to right), William Kenny, executive director Procurement Management for Defense Logistics Support Command, Honorable Stan Soloway, deputy undersecretary of defense for Acquisition Reform, Mark Tourangeau, manager National Accounts, Duke Solutions, Inc., Lt. Gen. Henry Glisson, DLA director, Lloyd Alderman, director, DLA Small and Disadvantaged Business Utilization and Rear Adm. Daniel Stone, DLSC commander

Industry representatives and DLA customers were recognized in nine categories.

Vendor Excellence: Awarded to individual large, small, small disadvan-

Vendor Excellence: Awarded to individual large, small, small disadvan-

taged, and/or women-owned small businesses who have demonstrated overall excellence in superior product quality, on-time delivery, superior customer service, reliability, dependability, consistency, and accuracy.

- ✓ Imperial Wire and Cable Co., Inc., Newtown, Pa.
- ✓ Precision Manufacturing Co of San Antonio, San Antonio, Texas
- ✓ Cardinal Health, Inc., Dublin, Ohio
- ✓ Island Environmental Services, Inc., Pomona, Calif.
- ✓ Pocono Produce Co., Inc., Stroudsburg, Pa.

Innovative Business Performer: Awarded to large, small and/or women-owned small businesses that have undertaken risks associated with innovative business practices (e.g. shared production, electronic commerce, prime vendor, quick response, etc.) and who meet the Vendor Excellence Award criteria above.

- ✓ Nelson and Associates, Billings, Mont.
- ✓ Raytheon Systems Company, Falls Church, Va.
- ✓ Y. Hata and Co., Limited, Honolulu, Hawaii
- ✓ Integrated Technologies Incorporated, Silver Spring, Md.

New DLA Contractor of the Year: Awarded to a large or small business that contracted for the first time with DLA within the period of consideration, and who meets the

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Vendor Excellence Award criteria above.

- ✓ DukeSolutions, Inc., Charlotte, N.C.

Outstanding Readiness Support: Awarded to large or small businesses that provide extraordinary customer support, service/product directly to a crisis situation, in addition to the Vendor Excellence Award criteria above.

- ✓ Chemical Specialists & Development, Inc., Cut and Shoot, Texas
- ✓ PYA Monarch Foods of Virginia Beach, Virginia Beach, Va.
- ✓ Reyes Industries, Inc., San Antonio, Texas

Outstanding Javits-Wagner-O'Day Program

Vendor: Awarded to non-profit agencies (NIB-employing the blind, or NISH-employing persons with severe disabilities) who exemplify Vendor Excellence Award criteria above.

- ✓ North Central Sight Services, Inc., Williamsport, Pa.
- ✓ ARC Diversified, Cookeville, Tenn.

Outstanding Socio-Economic Program Champion:

Awarded to prime contractors who have demonstrated commitment to subcontracting with small, small disadvantaged, women-owned small business, or non-profit agencies, and have met all the Vendor Excellence Award criteria above.

- ✓ Northrop Grumman Electronic Sensors and Systems Sector, Glen Burnie, Md.

Outstanding Mentoring Business Agreement:

Awarded to contractors who have demonstrated a commitment to assisting small, small disadvantaged, and women-owned small businesses under the DLA Mentoring Business Agreements (MBA) Program.

- ✓ PYA Monarch, Inc., Greenville, S.C.

Customer of the Year: Awarded to the DoD and Non-DoD customer organization that exemplifies the highest degree of professionalism; meets or exceeds criteria in one or more other categories and clearly stands above the rest in its commitment to the Defense Logistics Agency. For example, DLA Prime Vendor, Quick Response, or other Business Initiatives.

- ✓ U.S. Department of Energy, Washington, D.C.
- ✓ Fort Hood, Killeen, Texas

Commanders' Choice Award: Awarded to the non-DLA individual whose dedication and commitment to the DLA Mission, affects the quality of life for our men and women in uniform.

- ✓ Major General Geoffrey B. Higginbotham, USMC Deputy Chief of Staff for Installations and Logistics, HQ, Marine Corps, Washington, D.C. □

DRMS finalist in 1999 awards for Innovations in American Government



Members of the Battle Creek-based Defense Reutilization and Marketing Service at the awards ceremony. Their Web-based distribution system was one of 25 finalists selected by the Ford Foundation in 1999. The team did not win, but were presented with a certificate.

From left to right: Lt. Gen. Henry T. Glisson, Defense Logistics Agency director, Sherry Low, DRMS, Nancy Rheume, executive director, DRMS, David Gergen, chairman, National selection committee, Rodney Moscum, DRMS, Susan Bergsford, President Ford Foundation and Rear Adm. Dan Stone, commander, Defense Logistics Support Command.

