

Awards

At the Defense Logistics Agency (DLA) awards and honors abound. DLA employees and teams have, and continue to earn, accolades from the highest levels of government and private industry. DLA also sponsors several employee achievement recognition programs.

1998 Presidential Award for Quality:
Defense Contract Management Command Long Island, New York

1998 Presidential Quality Improvement Prototype Award:
Defense Contract Management Command New York

Presidential Rank Distinguished Executive Award, 1997:
Gary Thurber, while Defense Contract Management Command's Deputy Commander. Currently, Thurber is the Director of DLA's Corporate Administration Office

Presidential Rank Meritorious Executive Award, 1997:
Alton C. Ressler, former director, Defense Logistics Agency Corporate Administration

Presidential Rank Meritorious Executive Award, 1998
Christine L. Gallo, executive director, Defense Logistics Agency Plans and Operations

1998 Commander-in-Chief's Annual Award for Installation Excellence:
Defense Contract Management Command Long Island, New York

White House Closing the Circle Awards:
The DoD Ozone Depleting Substances Reserve at Defense Supply Center Richmond

Vice President Gore's Hammer Awards:

- ◆ Defense Distribution Systems Center: Distribution Standard Systems Team

- ◆ Defense Supply Center Richmond: Defense Ozone Depleting Substances Reserve Team
- ◆ Defense Energy Support Center: Bid Evaluation Model
- ◆ Defense Logistics Support Command: Material Returns Improvement Team
- ◆ Defense Automated Printing Service: Indianapolis Center Team

Environmental Protection Agency "Best of the Best" Stratospheric Ozone Protection Award:
Ron Sibley, Program Manager of the DoD Ozone Depleting Substances Reserve, Defense Supply Center Richmond

Defense Joint Meritorious Unit Award —1998:

- ◆ Defense Logistics Agency Europe
- ◆ Defense Contract Management District International

Defense Superior Management Award:
Block Change Management Team, Defense Contract Management Command

DoD David Packard Acquisition Excellence Award:
Defense Contract Management Command, for the Earned Value Management System

DoD Value Engineering Management Award:
Defense Contract Management Command

DoD Value Engineering Achievement Awards:

- ◆ Defense Logistics Support Command

- ◆ Defense Contract Management Command
- ◆ Defense Supply Center Columbus
- ◆ Defense Supply Center Richmond
- ◆ Defense Supply Center Philadelphia
- ◆ Defense Industrial Supply Center
- ◆ Defense Contract Management Command Detroit

Single Process Initiative

Recognition Program:

- ◆ Defense Contract Management Command Dayton
- ◆ Defense Contract Management Command San Francisco

Defense Standardization Award:
Defense Supply Center Columbus
Operations Support Group

Secretary of Defense Community Drug Awareness Award:
Defense Supply Center Columbus

Military Traffic Management Command Advanced Transportation Control and Movement Document Performance Awards

- ◆ Defense Distribution Depot Hill, Utah
- ◆ Defense Distribution Depot Susquehanna, Pa.
- ◆ Defense Distribution Depot San Joaquin, Calif.
- ◆ Defense Supply Center Richmond, Va.

U.S. Army Contract Administration Award:
Defense Contract Management Command General Dynamics, Lima, Ohio

GSA's Miles Romney Achievement Award:
Defense Reutilization and Marketing Service for Reshaping Government through Creative Technology

Government Executive Magazine Travel Manager of the Year:
Army Maj. Randy Zimmerman, Defense Logistics Agency Office of Operations Research and Resource Analysis

Government Information Technology Services Board's Center of Excellence for Information Technology Award:
Defense Reutilization and Marketing Service

Top 10 Outstanding DLA Personnel of the Year

Robin G. Caleodis
Procurement Clerk
Defense Supply Center Columbus



Debra S. Stidham
Procurement Technician
Defense Contract Management District East



Amelia R. Walling
Technical Data Specialist
Technical Management Unit
Defense Supply Center Columbus



Air Force Capt. Charles Brockett
Administrative Contracting Officer
Defense Contract Management Command,
DCMC Northrop Grumman,
Hawthorne, Nev.



Rudy Walker
Material Handler
Defense Distribution Center, Norfolk, Va.



Mae DeVincentis
Logistics Management Officer
Directorate of Operations
Defense Supply Center Philadelphia

Currently, DeVincentis is the Executive Director, DLSC, Information Systems and Technology

Bernadette Hallowell
Procurement Technician
Defense Industrial Supply Center



Eric C. Brown
Contract Administrator
Defense Contract Management Command, Phoenix, Ariz., and Albuquerque, N.M.



David K. Guinasso
Contract Specialist
Paperless Contracting Center
Defense Contract Management Command



Jill A. Schillinger
Program Manager
Defense Reutilization and Marketing Service

The Defense Logistics Agency (DLA) has worked hard to give its customers choices, put best business practices in place to optimize customer satisfaction in a cost-efficient manner, and make combat logistics business through DLA the best value.

The performance measures and the financial data presented show how successful DLA has been in achieving high customer satisfaction while at the same time keeping prices charged to customers low. In fact, for each of the last several years, prices charged to DLA customers have either gone down or increased at a rate less than the rate of inflation. Logistics Response Time for items in stock has gone down from four days in 1995 to 2.1 days in 1998. This statistic measures DLA's increase in efficiency in processing orders at

inventory control points and depot locations.

The amounts indicated are the estimated unit costs for fiscal 1998, estimated before the start of that fiscal year. After the fiscal year ended, the actual unit costs of operations of DLA were known. This comparison shows the actual unit costs versus the planned unit costs. In each instance presented, the actual unit cost was lower than the planned amount, showing that DLA achieved greater savings for customers than planned at the beginning of the year.

All amounts presented are expressed as "unit cost"—the actual cost per unit of DLA output.

Financial Performance Measures —1998

Supply Management	Plan	Actual
Fuel total costs / barrels sold	\$25.87	\$20.27
Non-fuel materiel cost/dollar of sales	\$1.0004	\$.0989
Distribution		
Composite Depot Unit Cost ¹	\$24.94	\$25.78
Defense Reutilization and Marketing		
Unit cost of reutilization, transfer and donation ²	\$.01496	\$.01296
Unit Cost of Sales ³	\$1.0551	\$1.0125
Ultimate Disposal Unit Cost ⁴	\$.195	\$.185
Unit Cost of Abandonment and Destruction ⁵	\$293.72	\$241.54

¹ Actual materiel cost to DLA, plus DLA overhead.

² R/T/D unit cost is calculated by dividing the total cost of the R/T/D process by the acquisition value of the property disposed of via R/T/D.

³ Sales unit cost is based on all costs associated with the public sale of excess personal property, divided by the net proceeds.

⁴ Ultimate disposal unit cost is based on the non-contract costs associated with environmentally regulated disposal of hazardous waste, divided by the number of pounds of hazardous waste disposed.

⁵ Abandonment and Destruction unit costs is based on the cost of either storage or destruction of those non-hazardous items that remain at the end of the process, divided by the number of line items of property disposed.

Performance Data

Reflects status as of end of each Fiscal Year

Scope	1998	1997
Items managed (in millions)	4.0	4.0
Customer Requisitions (in millions)	20.2	20.2
Distribution Transactions (in millions)	25.9	27.4
Total Budget (in billions)	\$14.9	\$15.3
Inventory (in billions) ¹	\$6.0	\$6.4
Storage Space (in millions of cubic feet) ²	397	467
Contracts Administered (in billions)	\$850	\$918
Customer Support		
Supply Materiel Availability ("SMA") ³	87.6%	85.7%
Quality Defect Reports (QDRs) (as a proportion of requisitions processed)	0.06%	0.05%
% of unliquidated obligations which were due to cancel at year end, but were disbursed prior to cancellation	71%	63%
Financial Data		
Materiel Prices (Annual change to composite rate charged customers)	1.60%	-2.1%
Budgeted Composite Distribution Rate (unit rate charged to customers)	\$22.09	\$18.48
Total Savings/Cost Avoidances (in billions)		
Contract Administration	\$3.8	\$4.7

¹ Measures items managed by DLA throughout the periods using inventory report criteria that modify financial data to reflect market value. Total FY 98 and 97 inventories, including consumables transferred to DLA from the military services, are \$9.7 and \$9.8 million.

² Further decreases in storage slated because of Base Realignment and Closure (BRAC) process

³ Reflects SMA for spare and repair parts segment of DLA inventory (the SMA element of most significance to weapons systems support)

How to Reach Us

DLA Points of Contact

HQ Defense Logistics Agency

Director, DLA
(703) 767-5200
Public Affairs Office:
(703) 767-6200
Web address: www.dla.mil

Joint Electronic Commerce Program Office (JECPO)

(703) 767-6900
Web address: www.acq.osd.mil/ec/

Joint Total Asset Visibility (JTAV)

(703) 428-1081
Web address: www.acq.osd.mil/log/jtav/

DLA Comptroller (FO)

(703) 767-7300
Web address: www.fo.hq.dla.mil/

DLA General Counsel (GC)

(703) 767-6060
Web address: <http://ogc4.hq.dla.mil/>

DLA Chief Information Officer (CIO)

(703) 767-3100
Web address: www.cio.dla.mil/

DLA Corporate Administration (CA)

(703) 767-5202
Web addresses:
Human Resources:
<http://cahnet.hq.dla.mil/>
Environment:
www.caae.hq.dla.mil/
Command Security:
www.complaints.hq.dla.mil
Congressional & Public Affairs
www.dla.mil/public_info/pa_contacts.htm

Defense Contract Management Command (DCMC)

(703) 767-2403
Public Affairs Office: (703) 767-6200
Web address: www.dcmc.hq.dla.mil/

Defense Contract Management District East (DCMDE)

(617) 753-4306
Public Affairs Office: (703) 767-2454
Web address: www.dcmde.dla.mil/

Defense Contract Management District West (DCMDW)

(310) 335-4400
Public Affairs Office: (703) 767-2454
Web address: www.dcmdw.dla.mil/

Defense Contract Management District International (DCMDI)

(703) 767-2487
Public Affairs Office: (703) 767-2454
Web address: www.dcmc.hq.dla.mil/cassites/Intl/Intl.htm

Defense Logistics Support Command (DLSC)

(703) 767-1600
Public Affairs Office: (703) 767-6200
Web address: www.supply.dla.mil/

Defense Supply Center Columbus (DSCC)

(614) 692-2166
Public Affairs Office: (614) 692-2328
Web Address: www.dsccl.dla.mil/

Defense Supply Center Richmond (DSCR)

(804) 279-3801
Public Affairs Office: (804) 279-3139
Web Address: www.dscr.dla.mil/

Defense Supply Center Philadelphia (DSCP)

(215) 737-2300
Public Affairs Office: (215) 737-2311
Web Address: www.dscpl.dla.mil/

Defense Energy Support Center (DESC)

(703) 767-9706
Public Affairs Office : (703) 767-9676
Web Address: www.desc.dla.mil

Defense Distribution Center (DDC)
(717) 770-7401
Public Affairs Office: (717) 770-6223
Web Address: www.ddc.dla.mil/

Defense Reutilization and Marketing Service (DRMS)
(616) 961-5972
Public Affairs Office: (616) 961-7014
Web Address: www.drms.dla.mil

Defense Logistics Information Service (DLIS)
(616) 961-4989
Public Affairs Office: (616) 961-7014
Web Address: www.dlis.dla.mil/

Defense National Stockpile Center (DNSC)
(706) 767-5500
Public Affairs Office: (703) 767-6200
Web Address: www.dnsc.dla.mil/

DLA Europe (DEUR)
011-49-611-380-7601
Public Affairs Office:
011-49-611-380-7655

DLA Pacific (DPAC)
(808) 477-1243

Defense Automated Printing Service (DAPS)
(717) 605-2362
Web address: www.daps.mil/

DLA Customer Service Points of Contact

Defense Energy Support Center (DESC) Business Enterprise Office:
(703) 767-9650

Defense Supply Center, Philadelphia (DSCP) Corporate Products and Services: (215) 737-8490

Clothing and Textiles Commodities: (215) 737-5601

Medical Commodities:
(215) 7374036

Subsistence Commodities:
(215) 737-7783

Defense Supply Center, Columbus (DSCC) Customer Liaison Office:
(614) 692-2702

Defense Supply Center, Richmond (DSCR) Customer Service Line:
(804) 279-4865

Defense Logistics Information Service (DLIS) Customer Service Office:
1-888-352-9333

Defense Reutilization and Marketing Services (DRMS) Customer Service Office:
(616) 961-7196

DFAS
Defense Finance and Accounting Service (DFAS)
(614) 693-4969 DSN 869-4969

Procurement Analyst
Defense Finance and Accounting Service
(614) 693-5757 DSN 869-5757

Contract Specialist (DFAS-CO)
Defense Finance and Accounting Service
(614) 693-5375 DSN 869-5375

Defense System Management College
(703) 805-5491 DSN 655-5491

Defense Logistics Support Command (DLSC) Customer Service Representatives

Air Force Materiel Command
(937) 787-8576

Ogden Air Logistics Center, Utah
(801) 777-4498

Oklahoma City Air Logistics Center, Okla.
(405) 736-5611

Sacramento Air Logistics Center, Calif.
(916) 643-4992

San Antonio Air Logistics Center, Texas
(210) 925-5350

Warner Robins Air Logistics Center, Ga.
(912) 926-7193

ACALA, Ill.
(309) 782-5970

Aviation and Missile Command, Redstone Arsenal, Ala.
(256) 842-6403

Anniston Army Depot, Ala.
(256) 235-4327

Communications-Electronic Command, N.J.
(732) 532-1391

Corpus Christi Army Depot, Texas
(512) 961-5134

Red River Army Depot, Texas
(903) 334-4498

Tank-automotive and Armaments Command, Warren, Mich.
(810) 574-3989

Tobyhanna Army Depot, Pa.
(717)-895-6597

U.S. Army Forces Command, Ft. McPherson, Ga.
(404) 464-6595

Fort Bragg, N.C.
(910) 396-9904

Fort Campbell, Ky.
(502) 798-6927

Fort Carson, Colo.
(719) 526-5483

Fort Drum, N.Y.
(315) 772-9656

Fort Hood, Texas
(254) 288-0594

Fort Lewis, Wash.
(253) 967-2991

Fort Riley, Kan.
(785) 239-4446

Fort Stewart, Ga.
(912) 767-2937

Camp Lejeune, N.C.
(910) 451-0136

**Marine Corps Base Camp
Pendleton, Calif.**
(760) 725-4823

MCLB Albany, Ga.
(912) 439-6855

USMC Quantico, Va.
(703) 784-4300

DCMC—St. Louis, Mo.
(314) 331-5032

**Fleet and Industrial Supply Center
San Diego, Calif.**
(619) 532-4337

**Naval Aircraft Depot
Cherry Point, N.C.**
(252) 464-9671

**Naval Aircraft Depot
Jacksonville, Fla.**
(904) 542-2603

**Naval Aircraft Depot
San Diego, Calif.**
(619) 545-4181

**Naval Air Station
Jacksonville, Fla.**
(904) 542-1090

**Naval Inventory Control Point
Philadelphia, Pa.**
(215) 697-5278

**Fleet and Industrial Supply Center
Norfolk, Va.**
(757) 443-1248

**Fleet and Industrial Supply Center
Puget Sound, Wash.**
(360) 476-0290

**Fleet and Industrial Supply Centers,
Norfolk Va.**
(757) 443-2383

Naval Shipyard, Va.
(757) 396-8411

**Naval Inventory Control Point
Mechanicsburg, Pa.**
(717) 605-3559

DCMC Customer Liaisons

**HQ Defense Contract Management
Command (DCMC) Customer
Support Team:**
(703) 767-2392

**Air Force Customer Liaisons
Electronic Systems Center**
(781) 377-2928 DSN 478-2928

HQ Air Force Materiel Command
(937) 656-0320

**Aeronautical Systems Center ASC/
PKF**
(937) 255-3410 DSN 785-3410

Sacramento Air Logistics Center
(916) 643-3558

Ogden Air Logistics Center
(801) 775-4934 DSN 775-4934

Space and Missile Systems Center
(310) 363-6985 DSN 833-6985

Warner-Robins Air Logistics Center
(912) 926-1134 DSN 468-1134

Oklahoma City Air Logistics Center
(405) 739-4513 DSN 339-4513

**Army Customer Liaisons
Tank-Automotive and Armaments
Command**
(810) 574-7077 DSN 786-7077

**HQ, US Army Industrial Operations
Command**
(309) 782-2642 DSN 793-2642

Communications-Electronics Command
(732) 532-3929 DSN 992-3929

**U.S. Army Aviation and Missile
Command**
(256) 876-0620 DSN 746-0620

**Simulation Training and Instrumen-
tation Command**
(407) 384-3609 DSN 970-3609

**Defense Security Cooperation
Agency**
(703) 601-3858

**Navy Customer Liaisons
Naval Undersea Warfare Center**
(401) 832-1443 DSN 948-1443

**Naval Inventory Control Point -
Mechanicsburg**
(717) 605-3261 DSN 430-3261

**Naval Inventory Control Point -
Philadelphia**
(215) 697-3380 DSN 442-3380

**Navy Acquisition Center of Excel-
lence**
(202) 610-7043 Ext 7043

Naval Air Systems Command
(301) 757-7853 FAX (301) 757-7866

Naval Sea Systems Command
(703) 602-6529 DSN 332-6529

**Space and Naval Warfare Systems
Command**
(619) 524-7395

**NASA Customer Liaisons
DCMC Liaison to Johnson Space
Center (JSC), AMES and JPL
NASA, Johnson Space Center**
(281) 483-3216

**DCMC Liaison to Marshall Space
Flight Center, Kennedy and Stennis
Space Centers
George C. Marshall Space Flight
Center**
(256) 544-6659

DLA: One Point of Contact for Start-to-Finish Logistics Support

In recent years the Agency's missions, roles and responsibilities have expanded significantly, and we have risen to the task of servicing our customers' growing needs. We have carefully managed our resources, allocating them in such a way as to maximize our return on investment. In so doing, we have truly done more with less, without any compromise in quality or customer satisfaction. In fact, constant monitoring of

customer satisfaction levels shows that it has steadily risen in recent years. In the past year, DLA has made excellent progress in our quest to provide the best service and value to our customers. We continually seek ways to lower costs, maintain a world-class work force, exploit emerging information technologies, and pursue smart partnerships with industry, our suppliers and customers. For more information, visit us at www.dla.mil

- ◆ Managed over 4 million consumable items
- ◆ Procured 89 percent of all Department of Defense (DoD) consumables
- ◆ Bought spares for 1,400 weapons systems
- ◆ Administered contracts valued at \$850 billion, with 23,000 different contractors
- ◆ Achieved sales of over \$12.6 billion
- ◆ Conducted distribution services for 25.9 million transactions
- ◆ Managed a \$4.4 billion national stockpile of defense material.
- ◆ Supported military and humanitarian operations inside the continental United States and in 20 countries overseas
- ◆ Reutilized, transferred, donated, sold or otherwise disposed of items whose original acquisition value was \$23 billion
- ◆ Managed the Federal Catalog System consisting of 7 million items
- ◆ 26 Defense Reutilization and Marketing Offices (DRMO) in 22 countries
- ◆ Defense Contract Management Command (DCMC) offices in 23 countries
- ◆ DLA handles:
 - 83 percent of requisitions
 - 90 percent of repair parts
 - 100 percent of fuel and package petroleum
 - 100 percent of clothing/medical/food items
 - 100 percent of distribution
- ◆ DLA Contingency Support Team (DCST): On site within 24 hours
 - Four rostered Initial Response Teams
 - Two worldwide deployable 74-person teams
 - Two domestic relief support teams