



DEFENSE LOGISTICS AGENCY  
HEADQUARTERS  
8725 JOHN J. KINGMAN ROAD  
FORT BELVOIR, VIRGINIA 22060-6221


March 15, 2016

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Defense Logistics Management System Office (DLMSO) Pipeline Measurement (PM) Process Review Committee (PRC) Meeting, December 9, 2015

The attached minutes of the subject meeting are forwarded for information and action, as appropriate. The minutes and related agenda items are available on the DLMSO PM PRC Committee's Webpage at:  
<http://www2.dla.mil/j-6/dlmso/Programs/Committees/pmprc/pmprc.asp>.

The Defense Logistics Management Standards Office point of contact for this meeting is Mr. Kenneth Deans, (703) 767-2611, DSN 427-2611; or email [kenneth.deans@dlm.mil](mailto:kenneth.deans@dlm.mil)

  
DONALD C. PIPP  
Director  
Defense Logistics Management  
Standards Office

Attachment  
As stated

cc:  
ODASD(SCI)  
PM PRC  
Attendees



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March 15, 2016

**MEMORANDUM FOR RECORD**

**SUBJECT:** Defense Logistics Management Standards Office (DLMSO) Pipeline Measurement (PM) Process Review Committee (PRC) Meeting of December 9, 2015

**Purpose:** The Defense Logistics Management Standards Office (DLMSO) hosted the subject meeting at DLA Headquarters in Fort Belvoir, Virginia. Defense Collaboration Services (DCS) and Conference Call Bridge was used to provide real time sharing of the presented materials with remote participants. The focus of the meeting was to address open action items from last PM PRC meeting and provided proposed updates to DLM 4000.25, Volume 6; Chapter 4 Pipeline Measurement. The meeting related material is hyperlinked to each of the topics in the meeting agenda. The meeting agenda, list of attendees, and Action Item Tracking list are available on the PM PRC Committee Archives webpage:  
[http://www2.dla.mil/j-6/dlms0/Archives/archives\\_pmprc.asp](http://www2.dla.mil/j-6/dlms0/Archives/archives_pmprc.asp)

**Brief Summary of Discussion:** The PM PRC Chair, Mr. Kenneth Deans facilitated discussion of the PM PRC 15-2 meeting. A summary of the agenda topic is briefly summarized below. Established action items are referenced at the end of the relevant discussion below. The enclosed Action Item Tracker will also be posted separately to the PM PRC webpage with updates for responses as they are received. Action items are to be worked within 30 day from the PM PRC 15-2 meeting unless otherwise noted.

**Opening Remarks/Agenda Overview:**

a. Mr. Deans began discussion with a brief opening statement, background of the PRC, and a short history of the PRC accomplishments. He asked if any participants had any introductory remarks.

b. Dennis Zimmerman, Logistics Management Institute/contract support to the Office of the Secretary of Defense (OSD) for Supply Chain Integration (SCI), made a general observation about the Defense Logistic Manuals 4000.25 series: the DLMs do not provide policy for Department of Defense (DOD). Policy is promulgated in DOD Instructions; manuals provide the procedures to implement those policies. Paul Blackwell, OSD(SCI), concurred with Mr. Zimmerman, re-emphasizing that the DLMs provide the procedures to implement DOD policies, not the policies themselves.

c. Mr. Deans introduced DLMSO director DC Pipp, Deputy Director Heidi Daverede, Mr. Blackwell, and Mr. Zimmerman, and asked other participants to introduce themselves.

d. Mr. Deans briefed recent recommended updates to DLM 4000.25, Volume 6 Chapter 4 Pipeline Measurement. Major points and discussions to the briefing are summarized below. Specific updates to Chapter 4 will form the basis for a Proposed DLMS Change (PDC) to update DLM 4000.25, Volume 6, Chapter 4 - Pipeline Measurement.

**Enclosure Action Item 1.**

e. One of the major goals of this update is to clarify that calculation of Customer Wait Time (CWT) is provided by the Components. Although the Logistics Metrics Analysis Reporting System (LMARS) provides the raw data to the Components to calculate CWT, LMARS does not calculate CWT. A new version of Defense Logistics Manual 4000.25 Volume 6 Chapter 4 will form the basis for changes to CWT as it relates to LMARS. Clarify the calculation of CWT in Chapter 4 as it relates to LMARS. **Enclosure Action Item 2.**

f. Mr. Zimmerman explained that the Components send CWT data to OSD monthly. That data provides the basis for the CWT metrics provided on the Supply Chain Metrics Group's (SCMG) portal page. OSD tracks the CWT performance quarterly against the goals developed by each Component, and submits the consolidated data to the DOD Deputy Chief Management Officer for further reporting. He further clarified that there are multiple "versions" of CWT, and the one that OSD tracks is organizational maintenance. He also noted that OSD has been looking at the possibility of developing a standardized, enterprise-wide methodology to calculate CWT.

g. Ms. Daverede asked where to find the detailed procedures for the calculation of CWT. Mr. Zimmerman replied that high level guidance is found in DoDM 4140.01, Vol. 10; and the detailed procedures will be published in the DOD Metrics Guide, which will clarify that the CWT reports are published and archived by OSD and are not generated, published, or archived by LMARS. As a result, the CWT reports can be removed from the LMARS website. Currently, CWT reporting details are in DoDI 4140.61, but that instruction will be rescinded once the DOD Metrics Guide is published. Remove the CWT reports from the LMARS website. **Enclosure Action Item 3.**

h. Attendees discussed archiving CWT reports. Specifically, the PM PRC participants agreed that LMARS does not need to retain old copies of CWT reports—the services, and/or OSD have those reports, and Mr. Blackwell observed that the rules under which the old reports were generated may no longer apply, so it probably is not valid to compare the old saved metrics with the new. Ms. Daverede stated that retention of data such as old archived reports must comply with the National Archives and Records Administration (NARA) General Records Schedule (GRS) or the internal Transaction Services retention schedules as approved by NARA. Reference NARA GRS or internal Transaction Services report retention schedules as approved by NARA in C4.6.4.4. for retention of LMARS Reports (CWT). **Enclosure Action Item 4.**

i. Mr. Pipp with reference to Chapter 4, paragraph C4.2.2. asked if there were any significant updates to the Uniform Materiel Movement and Issue Priority System (UMMIPS).

Mr. Zimmerman confirmed that there had been no updates and the definition still consists of three “speeds” for delivery that are based on the Urgency of Need (UND) and Force/Activity Designators (F/AD). The update to Chapter 4 will replace references to time definite delivery (TDD) with references to Uniform Materiel Movement and Issue Priority System (UMMIPS). Mr. Zimmerman will work with DLMSO support staff to update the verbiage in C4.2.2 for inclusion in the PDC updating Chapter 4. Ms. Daverede agreed that verbiage in C4.2.2 needed to be revised to clarify how UMMIPS and TDD work together. Mr. Zimmerman went on to say that since LMARS does not calculate TDD, he is a strong proponent of removing references to it from Chapter 4, but since LMARS does provide the raw data for the TDD calculations, he would agree to leaving the references to TDD in Chapter 4 pending the revisions to clarify how TDD and UMMIPS work together. Mary Maurer, Rainbow Data, contract support to Transaction Services, confirmed that LMARS does not directly calculate either UMMIPS or TDD. Mr. Zimmerman and DLMSO support staff clarify how UMMIPS and TDD work together.

**Enclosure Action Item 5.**

j. Mr. Zimmerman noted that OSD has moved toward a “dashboard” (as opposed to static reports) to provide OSD metrics. He asked Ms. Maurer if there was any thought to moving the output reporting from LMARS into a dashboard, and if any hardware or software upgrades for LMARS were pending. Ms. Maurer stated no changes were planned, and confirmed that any hardware or software changes for LMARS would be initiated by Transaction Services, not by the PM PRC. Ms. Daverede stated that when DLA J6 was re-organized, Transaction Services was split: hardware, software, communications, security, and related services moved under J64, and the functional responsibility moved under J62 (Mr. William Tinston).

k. In response to a comment from Mr. Zimmerman noting that the Services often justify developing their own, internal metrics systems because they think LMARS is a DLA (vice DOD) system, Ms. Daverede suggested that in the rewrite of Chapter 4 to add a foreword to emphasize that LMARS is a DOD enterprise-wide system. Add forward to Chapter 4 making reference to LMARS as a DOD enterprise-wide system. **Enclosure Action Item 6.**

l. Mr. Blackwell observed that OSD is moving toward a “big data” approach to its metrics analysis, and we need to think about the future of LMARS and the data it will need in light of that shift. Mr. Zimmerman noted that OSD has recently upgraded its software packages to enable the use of big data in its metrics analysis, but OSD has limited licensing and cannot open use of the new software to users DOD-wide; LMARS, however, is available to all. Ms. Daverede mentioned receipt take-up data going through DAAS as an example of expanded data LMARS might need in the future. DLMSO is working with Bob Carroll at DLA to implement this capability.

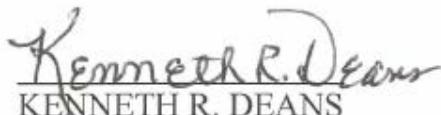
m. Sherman Summerville, GSA, asked if there is a capability to drill down to specific transactions in the LMARS reports. Ms. Maurer replied that users can drill down on any item highlighted in blue in the LMARS reports. Mr. Deans noted that GSA had recently discontinued use of its warehouses, and all GSA shipments are now sourced as Vender Direct Delivery (DVD) shipments.

**Conclusion:** Mr. Deans provided brief overview of open actions from last PM PRC.  
**Enclosure Action Items 7 - 9.**

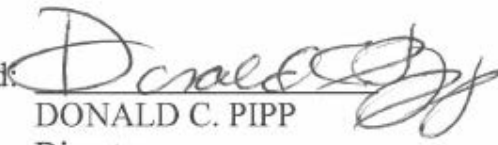
Mr. Blackwell observed that it is important for the SCMG and PM PRC to stay tightly synchronized. With regard to a closed action item (Agenda Item 5B) from the last PM PRC meeting, he asked Mr. Deans to send him the updated definitions of ICP Supply Processing Time (ISPT) and Storage Activity Processing Time (SAPT) for inclusion in the SCMG DNA Charts. Mr. Deans said he would do so. **Enclosure Action Item 10.**

Mr. Summerville observed that GSA welcomes the opportunity to participate in the PM PRC and plans to be more active moving forward.

Ms. Daverede thanked the participants for their time and effort, observing that updating procedure documents such as Chapter 4 tend to be a very dry, but important, task. She also noted that when in drafting the PDC to update Chapter 4 it is important to document the reason(s) for the changes and the source of the guidance to make the changes.

  
KENNETH R. DEANS  
Chair, DOD PM PRC

Approved:

  
DONALD C. PIPP  
Director,  
Defense Logistics Management  
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