

Q: What is Network Optimization?

A: Network Optimization is getting our people at the right location with the right training and the right tools to perform our mission at the lowest cost and highest efficiency while meeting the customers' requirements.

Q: Why is this change necessary?

A: DLA Director Lt. Gen. Andrew Busch has directed all the PLFA's in DLA to look at realigning and optimizing our resources to operate more effectively in a fiscally restrained environment. DLA Disposition Services is taking a proactive approach and using Network Optimization to ensure we are aligned to where our customer base is generating the most workload.

Q: What is wrong with the current Network?

A: Some sites do not have enough capacity which results in long turn-in wait times. Some sites have too much capacity which results in idle resources.

Q: What does success look like?

A: We will know we are successful when we are optimally staffed and managed. Our infrastructure will be the best possible for serving our customers and carrying out our processes. We will have standard equipment across all sites and consistently meet critical Key Performance Indicators (KPIs). We will successfully pass our yearly audits.

Q: What happens if we don't change:

A: The military Services have changed and continue to undergo transformations, as a result, workload has shifted and if we do not change we will not have our facilities, equipment, and personnel optimally aligned to support our warfighting customers in the most efficient and cost effective manner.

Q: When will this happen?

A: It will take two years to implement starting in the Spring of 2017.

Q: What is the vision of the organization after the change takes place?

A: Our DLA Disposition Service sites including the headquarters will work together as a collective organization and be flexible enough to meet our customers' current and future needs.

Q: Where can I find out more information about Network Optimization?

A: DLA Disposition Service website <http://www.dla.mil/DispositionServices.aspx> email: dladispsvcnetopscustomerquestions@dlamail.mil

Q: When will I be notified about changes to the site nearest to me?

A: Customers will be notified continuously through various methods including website updates, FAQ updates, Strategic Level briefings, Tactical Level Area Manager and Site Lead briefings, quarterly Newsletter updates, ICE Surveys, organizational email inbox responses, posters, brochures, etc.

Q: What kind of presence are the Field Offices going to have?

A: Priority missions for field offices are Environmental, Receipt-In-Place, Scrap, and Customer Support. Personnel requirements were based on turn-in frequency and volume at each specific location.

Q: Are we going to have someone duty stationed at these sites or have someone travel TDY from a Field Activity to man them for a day or two?

A: Field Offices will be co-located with customer location, the number of personnel assigned to each Field Office and the number of days they are open for business will be driven by turn-in frequency and volume at each site.

Q: What changes are anticipated for Environmental? Will my hazardous waste service change?

A: The assignment of Environmental and Hazardous Waste personnel were carefully reviewed and no changes to services are anticipated.

Q: How does this effect RCP?

A: No change to the RCP process.

Q: What is the bottom line for the customer?

A: Once the Network is optimized the appropriate equipment and personnel levels will be aligned based on workload resulting in decreased turn-in wait time while continuing to provide high levels of customer support.