



DLA Troop Support

2024 Hall of Fame Inductee

BEATRICE E. ROSS

Dr. Beatrice E. Ross is being inducted into the Defense Logistics Agency Troop Support Hall of Fame, Class of 2024, for her outstanding mission support from 1980 to 2021. Dr. Ross culminated her federal career of 41 years as the Customer Support Liaison for the Army and the Marine Corps within the J3/5 Current Operations Division. Throughout her career at DLA Troop Support and its legacy organizations, Dr. Ross demonstrated an exceptional commitment to duty and leadership, while continuously exceeding expectations and providing outstanding support to DLA's internal and external customers and team members.

Dr. Ross started her federal career with the legacy Defense Industrial Supply Center as an Inventory Management Specialist, part of the Federal Junior Fellowship Program. She went on to hold several positions including Deputy Equal Employment Opportunity Manager, Business Analyst and Customer Relations Management Supervisor for the Army within the Customer Operations Division at the legacy Defense Supply Center Philadelphia, where she masterfully led support to over 100,000 Army units.

Within her role as the Customer Support Liaison for the Army and the Marine Corps, Dr. Ross was the designated DLA Troop Support representative for numerous initiatives including support to the DLA Aviation-led Virtual Army Support Team, and resolving Army readiness issues supporting H-60, H-64, and H-47 weapon systems. Dr. Ross' outstanding coordination between DLA Aviation and the DLA Troop Support supply chains resulted in exceeding the material availability goal of 90% by an average of 2.33% across the aforementioned weapon systems, while driving down backorders by 22%. Dr. Ross became a sought-after customer support expert as she established the Agency Synchronization Operations Center initiative in 2018 and served as the action officer to create a DLA Troop Support Liaison Officer pilot program. Her efforts were monumental in recruiting, training, and deploying LNOs, and the success of the pilot program is now a permanent function within the organization, significantly enhancing operational efficiency and ensuring warfighter support.

Dr. Ross extended herself beyond DLA, serving as a leader providing professional development, mentoring, and training with the Federal Executive Board, Federally Employed Women, and Toastmasters International. She also participated in community outreach programs such as Project Give, helping students increase their reading and math levels for over 20 years. Throughout her career, Dr. Ross exemplified commitment to duty, service to customers, and outstanding leadership within the DLA Team. She continuously exceeded expectations and provided exemplary acumen over and above her assigned duty positions. Dr. Ross' legacy continues to inspire all who had the privilege of working with her.