



DLA Troop Support 2020 Hall of Fame Inductee

JOAN T. HEWES

Joan T. Hewes is being inducted into the Defense Logistics Agency Troop Support Hall of Fame, Class of 2020 for her outstanding mission support from 1980 through 2016. Mrs. Hewes left an indelible impact on DLA as she provided superior customer service to the nation's warfighters throughout her 36 year-long career.

Mrs. Hewes fluidly translated the agency's financial and operational impacts to customers, as she believed a well-informed customer led to better requirement requests and ultimately stronger acquisitions. In the earlier part of her career, Mrs. Hewes served as an Inventory and Accounting Clerk and Inventory Management Specialist in the Subsistence supply chain, where she supported DLA cold storage facilities throughout the continental United States and overseas facilities including in Germany and England. Her attention to detail continued as she became the "go-to" Tailored Vendor Logistics Specialist for Navy ships as the single point of contact for Navy customers at sea supported by Subsistence prime vendor contracts.

Her exemplary customer service and communication skills allowed Mrs. Hewes to be selected as the first TVLS to support Subsistence's Iraq-Kuwait-Jordan prime vendor contract, in support of Operation Iraqi Freedom. This contract was highly visible and at the time represented uncharted territory for military customers, industry partners, and DLA. Mrs. Hewes often sacrificed nights and weekends to optimize support for Army, Navy, Air Force, Marine Corps and Department of State customers throughout Iraq, Kuwait and Jordan. As a TVLS, Mrs. Hewes led DLA through two generations of Subsistence prime vendor contracts with troop strength ranging from 5,200 to 100,000 personnel.

Throughout Mrs. Hewes' career, she relentlessly pursued customer satisfaction and postured the agency for improved responsiveness and agility to warfighters. The Defense Logistics Agency has benefitted tremendously from her total dedication and professional work ethic, culminating in her outstanding support to the warfighter and the United States of America.