DLA Troop Support

2022 Hall of Fame Inductee

PATRICIA PANZERA

Patricia Panzera is being inducted into the Defense Logistics Agency Troop Support Hall of Fame, Class of 2022 for his outstanding mission support from 1981 to 2012. Ms. Panzera was an innovative leader of customer relations and process management who dedicated 31 years of federal service to DLA Troop Support.

Ms. Panzera's exceptional acquisition knowledge and leadership skills ensured the men and women serving in the U.S. military experienced superior logistics support, benefited from millions of dollars in cost savings, and most importantly received outstanding customer service. Culminating her career as the Director of the Medical supply chain's Supplier Operations, Ms. Panzera helped provide $4.6 billion of medical supplies and equipment to America's warfighters and other DLA customers worldwide. She was responsible for facilitating the multi-year, multi-billion-dollar, long-term Medical Prime Vendor contracts through the complex and demanding federal acquisition process, exceeding all expectations of thoroughness, and meeting every contractual and legal requirement. Ms. Panzera also instituted Strategic Sourcing Alliances with key medical industry contractors and managed a robust suite of industrial mobilization contracts intended to ensure availability of critical lifesaving medical supplies.

A role model for her staff and peers, Ms. Panzera was a visionary leader who built consensus, and demonstrated a commitment to excellence. Employees, supervisors, and other managers always sought the benefit of her extensive acquisition knowledge, and was a well-respected mentor, always willing to share skills, knowledge, and her expertise. Ms. Panzera was known for taking a personal interest in her employees' well-being, and instilling confidence in them to consistently raise their respective bars of performance and prepare them for future leadership positions.

Ms. Panzera's extraordinary achievements throughout her illustrious career continues to benefit DLA customers today in the form of substantially lowered costs with dramatic increases in customer support and readiness posture. Her attention to detail and substantial knowledge of acquisition policies and procedures were evident in her daily work, and her willingness to share that knowledge with others continues to pay dividends for the entire DLA Troop Support organization.