

DISTRIBUTION *in Review*

Vol. 2013, Issue 1



**WARNER ROBINS, GA.:
PROVIDING GLOBAL
DISTRIBUTION EXCELLENCE**



Global Distribution Excellence

an update from the DLA Distribution commander

Army Brig. Gen. Susan A. Davidson
Commander, Defense Logistics Agency Distribution

Since taking command of DLA Distribution in June I've had the opportunity to learn- either through firsthand visits or discussions with leadership- what makes each distribution center within our network successful.

While I continue to be in awe of the work that is achieved at each organization, it's important to me that I take the time to recognize truly outstanding accomplishments.

One organization, in particular, has had a staggering year. Hitting each of

my areas of focus, DLA Distribution Warner Robins, Ga., has improved SAFETY...preventing accidents and injuries; PHYSICAL SECURITY... preventing inventory shrinkage; AUDITABILITY...implementing fiscal controls; QUALITY...providing eye watering (not crying) customer support; RECOGNITION... identifying those that excel and make us great; and RESPECT...fair and equitable treatment; and the results have been tremendous. They're getting the work done, and they're having fun doing it.

As you read through this issue, I hope you find it inspiring. Whether a worker on the floor, behind a desk, leadership, customer or stakeholder,

there is a takeaway for everyone: DLA Distribution continuously strives to provide the highest value services possible, achievable by teamwork, dedication and respect.

I encourage all of you to tell your story. People need to know the incredible work that gets done throughout our 26 distribution centers, detachments and retail operations. I hope to read about every one of your organizations throughout 2013.

Once again, kudos to Frank and his team at Warner Robins. The work that has gone into improving processes and positive attitudes ensures that we will continue to be the best at distribution... Global Distribution Excellence! 🌟

DISTRIBUTION *in Review*

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Warner Robins produces a team by building quality into the work

By Emily Tsambiras, DLA Distribution Public Affairs

Improving metrics, focusing on the customer and building camaraderie; undeniably, 2012 was all about growth for Defense Logistics Agency Distribution Warner Robins, Ga.

The distribution center has been through many changes throughout its long history- from government to contractor-run and back again, from military-led to civilian, supporting many wars and operations, and ultimately morphing into one of DLA Distribution's Strategic Distribution Platforms.

Throughout its past, however, leadership and workforce alike feel that there's never been such strong sense of "team" and many believe this is what has brought the organization full circle.

"The past year has been a real journey here at DLA Distribution Warner Robins, Ga. When I see these improved metrics, I see a reflection of

the teamwork that took place. I could be no prouder," said DLA Distribution Warner Robins, Ga., director Frank Holobinko.

Struggling with unsatisfactory metrics and a poor culture, distribution center leadership, under Holobinko's guidance, aimed to focus on getting the organization's metrics to the acceptable standard, or "green," in 2012, and planned to get there as a cohesive team.

The plan was to focus on improved distribution readiness via the implementation of a structured framework applying process control and process management, standardization, and assessment across seven key focus areas: people, training/compliance, equipment, facilities, financials, inventory integrity and stock readiness.

Using this guidance, Holobinko refocused distribution operations on amending management and metrics to continually improve distribution readiness while maintaining quality support to the customer.

In Fiscal Year 2012, DLA Distribution Warner Robins, Ga., processed nearly 1 million receipts and issues, largely in support of its biggest customer, the Warner Robins Air Logistics Center. The organization's \$11.5 billion inventory includes parts and equipment for F-15, C-130, C-5 and C-17 aircraft, target acquisition systems, and most airborne electronic warfare systems.

Over the past year, the team has also managed to improve metrics in all standard performance indicators, including new procurement, DLA, and customer return on-time inductions and stows, while reducing denials from 0.74 to .35 and reducing the organization's overtime.

These accomplishments, Holobinko says, are attributable to the leadership-driven introduction of quality assurance initiatives, quality of life programs and a renewed focus on safety.

Additionally, the team has been focusing on the expansion of its new mission. Brought online in 2011, and the result of a 2005 Base Realignment and Closure, decision, DLA Distribution Warner Robins, Ga.'s Consolidation and Containerization Platform assumed its first official mission in late February 2011, receipt and issue of parachute and Energy Dissipating Pads, essential in the resupply of forward-operating locations.

The 165,000 sq. ft. building, outfitted with state-of-the-art automated material handling systems equipment and six air pallet pits, began assembly of the 463L pallets of Low Cost, Low Velocity, or LCLV, parachute mission for shipment to Southwest Asia. Shortly following, the CCP began shipment of Energy Dissipating Pad, or EDPs. Most recently, the operation has adopted a Low Cost, High Velocity Parachute, or LCHV, mission.

The parachutes, utilized for in-theater

air drops for items that cannot be delivered via truck or alternative transportation due to difficult terrain and threat of attack, are critical to the resupply of troops in theater. The EDP serves as a landing shock to airdropped items.

In 2012 alone, the CCP processed 54.8 million pounds of materiel to support a total of nearly 1,700 air drop missions in theater.

Reflecting on the past year's efforts, Holobinko says the organization's accomplishments are the result of tenacious employees. "Every one of these team members played a crucial role in getting us to where we needed to be. Their dedication to the mission continually astounds me, alongside their willingness to transform to meet ever-changing responsibilities," said Holobinko. "In 2013, we will continue to work toward our common goal of supporting the Warfighter to reinforce DLA's significant capability as America's Combat Logistics Agency." ●





Box Shop ships innovative packing solutions

By Emily Tsambiras, DLA
Distribution Public Affairs

When most think about the packages delivered to their home, they typically picture an ordinary cardboard box. But what

if the delivery was an airplane wing? Or a nose cone? How would these items ship? Luckily for our nation's troops, specialized packaging and innovative

solutions for the shipment of these types of items and more are the job of the experts in DLA Distribution Warner Robins, Ga.'s box shop.

Collocated with its largest customer, more than half the work completed at DLA Distribution Warner Robins, Ga., is in support of the Warner Robins Air Logistics Center, which performs sustainment and maintenance on Air Force aircraft parts. Once those parts are repaired, DLA Distribution Warner

Robins, Ga.'s Preservation, Packaging, Packing and Marking team receipts the items and identifies their individual packaging requirements for shipment.

Every National Stock Number handled by the distribution center has an associated packaging requirement. In every case, either the requirement is basic (picture the cardboard box) or the item has an associated Special Packaging Instruction- this is where the box shop steps in.

The box shop's special mission focuses on special projects and hinges on expert knowledge to build the SPIs required to ship atypical items such as airplane nose cones, wings, doors, etc.

SPIs essentially are a blueprint developed by Air Force Packaging Specialists and other branches of services that lay out what materials are to be used, alongside a step-by-step outline of how to build the packaging necessary to protect these high-cost, high-priority, and, often oddly-shaped, specialty items needed by the Warfighter.

“This team works tirelessly to fabricate all the pieces required for the assembly of these SPIs, integral to ensuring Warfighter’s items are shipped with little risk of damage in transport.”

-Frank Holobinko



An employee works to build a specialized box at Defense Logistics Agency Warner Robins, Ga.'s, box shop.

“These SPIs show us exactly how to build a crate for shipping items to all branches of services including DLA,” said packaging specialist Eric Carter.

While managing the workload associated with building SPIs, the shop also fulfills the distribution center’s every day requirements for special pallet builds, as well as the blocking and bracing of outbound trucks,

ensuring items cannot shift during transport.

The box shop has fabricated and repaired more than 2,500 SPIs, dimensional boxes and crates (wood and fiberboard), and also has modified specifics and de-sanitized more than 500 SPIs that were brought back into the Warner Robins reclamation program for reutilization.

“This team works tirelessly to fabricate all the pieces required for the assembly of these SPIs, integral to ensuring Warfighter’s items are shipped with little risk of damage in transport,” said DLA Distribution Warner Robins, Ga., director Frank Holobinko. “Simultaneously, they are handling requirements for pallet builds and special container requests from the local customer. It is truly an outstanding team.”



Quality Assurance Team moves workforce to lower denials

*By Emily Tsambiras, DLA
Distribution Public Affairs*

Since its inception in 2011, the Quality Assurance Team at Defense Logistics Agency Warner Robins, Ga., has committed itself to building quality into the way work gets done with a goal of significant and immediate impact on performance. A result of the team's efforts, just over one year later the distribution center is maintaining an approximate 35 percent reduction in denials.

With representatives from nearly all areas within the distribution center, in June 2011 the team, championed by employees Ijeffery Rice, Corinne Jacox and John Baughman, began soliciting ideas for their first major undertaking. With input from leadership, it did not take long to determine that the distribution center's high denial rate, nearly .85 percent at the time, needed to be addressed.

"Emphasis needed to be placed on reducing the causes of those situations that create inventory and location

inaccuracies, ultimately resulting in a warehouse denial," said Rice. "If an employee needs to pack 10 widgets for the Warfighter, and only nine are in the bin, this is a serious problem. Customers are relying on us to get them their materiel."

Beginning with brainstorming sessions, the team knew it first needed to come up with preventative measures to stop the rate from rising.

"The first question we asked ourselves was 'Have our leaders been trained?' We realize that leaders are vital since their focus, attitude and guidance flows from the top down. The initial focus was targeted towards changing the mindset and culture of leadership," said Rice. "We sought training for our leaders but immediately embraced the concept of the QAT's initiatives making a difference, creating a forum to identify areas of concern and to work to positively affect change by implementing Director-approved actions."

In this case, the team felt all those

working within the process needed more of an explanation of what was causing those denials.

The next step, the team determined, was an organization-wide cheerleading effort to motivate employees to work toward this common goal. The event evolved from an employee's input on denials.

"This led to a discussion on how we actually motivate employees to want to do the work and do it well. It's not always intuitive," said Jacox.

To determine the best way to champion this effort, the team decided to read a book called "Fish! A Proven Way to Boost Morale and Improve Results." "The book encourages the reader to imagine their workplace as an environment where employees are truly connected to their work, to their colleagues, and to their customers. Respect is mutual and input is welcomed," said Baughman.

The group determined that inviting employee input on how to improve the process and maintaining transparency regarding the additional inventory accuracy checks that would be implemented was the best way to motivate employees.

Extra emphasis was placed on the importance of attention to detail - from verifying picks and counts are correct, ensuring the right codes are used, double checking packing and shipping information and using proper labels - in order to achieve a lower denial rate and to continue to improve overall inventory accuracy. Supervisors began performing

weekly quality assurance checks, from picks, packs and stows to receipts and inductions. A mandatory 10 quality audits per supervisor per week was incorporated in addition to the checks already expected by each division.

As a result of these efforts, the distribution center began seeing a gradual decline in the denial rate from over 80 percent in June 2011 to just over .50 percent by the end of December 2011. The team knew it could reach its goal of .50 percent after the turn of the New Year.

To continue motivating the workforce, the team began issuing congratulatory notes distributed to all hands, entitled "Wow-Wows." "The purpose of 'Wow-Wows' is to recognize those with great performance and to announce that their hard work has been noticed and appreciated. Employees have been and continue to be highly receptive to this concept," said Jacox.

Finally, the team issued pins promoting 'no denials' as a reminder to employees to be constantly aware of using good processing practices in order to reduce the denial rate.

By month's end in January 2011, the distribution center boasted a .44



Members of the Quality Assurance Team at Defense Logistics Agency Warner Robins, Ga., host the distribution center's Spring Fling event. While improving culture is one goal of the team, they also focus on improving distribution processes, record accuracy, and inventory accountability.

percent denial rate, resulting in a green metric. Since this time, the goal of the team has been maintenance.

"The Quality Assurance Team's goal is to not only achieve, but also sustain, a level of performance that improves distribution processes, record accuracy, and inventory accountability while positively impacting the culture," said Rice. "Our collective passion about this is what makes us successful."

Since January 2012, the distribution center has steadily maintained its goal of a .50 percent or less denial rate.

"The work this team has done in identifying the root of the problem, impacting training, and motivating employees is incredible. The entire workforce is committed to staying green in denials, and I couldn't be prouder of my DLA Distribution Warner Robins team," said DLA Distribution Warner Robins, Georgia director, Frank Holobinko. ●



Quality of Life team strives to give back to employees

By Emily Tsambiras, DLA
Distribution Public Affairs

DLA Distribution Warner Robins, Ga., leadership knows that the employees are at the heart of the work that the distribution center accomplishes. This is why they strive to create an atmosphere of thoughtfulness and caring so employees understand that their well-being is a priority. To actively

create this environment, leadership is supporting the organization's Quality of Life team, headed by employee Veronica Ellington, which aims to change the climate of the organization by boosting morale.

"I believe every organization needs to consider how it takes care of its people and implement the resulting philosophy into its core values," said Frank Holobinko, DLA Distribution Warner Robins, Ga. "As a leader, I feel I owe that to my workforce."

Using team insights and employee suggestions to shape the team's initiatives, the group focuses on finding activities to unite the workforce, as well as providing assistance to those employees that may be having personal problems, or recognizing those who have undergone

"The best team members have a positive influence on one another and everyone they encounter."

-Frank Holobinko

“I’d like to think we watch out for each other, care for each other, and go above and beyond for each other because we believe in each other and we trust each other.”

-Frank Holobinko



a significant life event. “The team has existed for a while now, but was never truly thriving. Its core purpose is to take care of the people, and we wanted to ensure that was happening,” said Ellington.

While the team is comprised of 10 members, it is open for anyone to join. They host monthly meetings, and forward all ideas through leadership. “Our next big event is the holiday party. The employees have been asking for a holiday party for years, and we are excited to finally be able to give that to them this year,” said Ellington.

Holobinko says the participation is a great reflection of his workforce. “The best team members have a positive influence on one another and everyone they encounter,” he said. “I’d like to think we watch out for each other,

Leadership at DLA Distribution Warner Robins, Ga., is supporting the organization’s Quality of Life team, headed by employee Veronica Ellington, which aims to change the climate of the organization by boosting morale.

care for each other, and go above and beyond for each other because we believe in each other and we trust each other.”

Overall, Holobinko says he is very proud of the efforts of the team, and the effect it is having on the workforce. “We are one team, guided by mutual respect.” ●



Employee involvement amps up safety program

By Emily Tsambiras, DLA Distribution Public Affairs

Understanding that a safe working environment is the pathway to meeting the mission at hand, Defense Logistics Agency Warner Robins, Ga., is placing extra emphasis on employee involvement in safe practices through its safety award program, peer-to-peer program and implementation of ‘safety man.’

The programs arose from the belief that employee empowerment and involvement leads to successful efforts to continuously improve the safety and health environment of a worksite.

“We implemented these programs and solicit employee participation because we believe that involvement increases feelings of ownership of and commitment to the overall safety process within our organization,” said Cody Smith, chief of DLA Distribution Warner Robins’ Safety and Security Division.

The distribution center’s peer-to-peer program, founded on the guidelines outlined by the Occupational Safety and Health Administration, asks employees to recognize safe behavior and contributions among their peers. It not only recognizes and promotes positive safe behavior and

contributions supporting the distribution center’s goals and objectives, but allows employees to be the facilitators of that recognition.

“The peer-to-peer program is centered on our belief that employee involvement should be the principal focus of safety improvement initiatives,” said Smith. “By integrating OSHA’s VPP principles, we are positioned to enhance safety culture by promoting greater employee involvement.”

The distribution center also uses a ‘mini-me safety man’ to promote safety. Safetyman is placed in various locations throughout the distribution center and the employee that finds him and returns him to the Safety Office receives a reward. “This is a way to get employees to look in those ‘out of sight- out of mind’ locations for hazards and housekeeping opportunities,” said Smith.

The distribution center also implemented a Safety Award Program to recognize those divisions that have taken their safety to the next level. In Fiscal Year 2011, the distribution center’s Transportation Division, headed by chief Remy Bowen, won the award for their safety improvements.

“When I took over the division in 2010, there were regular accidents, mostly among our motor vehicle operators,” said Bowen.



Defense Logistics Agency Warner Robins, Ga., is placing extra emphasis on employee involvement in safe practices through its safety award program, peer-to-peer program and implementation of 'safety man.' Safety man, shown, is placed in various locations throughout the distribution center and the employee that finds him and returns him to the Safety Office receives a reward.

Working with the Safety Office, Bowen appointed Collateral Duty Safety Monitors to champion the cause. The group began monthly safety stand downs. For one hour per month, operations were shut down and past accidents were reenacted. Employees were also encouraged to share personal stories of accidents and how they could have been avoided.

“Although getting the employees to participate is not difficult, we do offer incentives to entice them to do more,” said Bowen. “For example, if there are no accidents for a month, we may celebrate with a lunch.”

With a motto of “[Transportation’s] vision,

make safe decision,” the team works together to identify how to avoid accidents in the workplace.

“Supervisors are making sure we provide daily safety briefs during our stand-up meetings, because it is our responsibility to keep employees informed on safety issues resulted to making safe decisions,” said Bowen.

During the daily safety briefings, Bowen accepts volunteers to read OSHA articles, Standard Operating Procedures and provide suggestions for how to improve the division’s safety. One such suggestion was to paint bolder lines in the warehouse providing more visibility for motor vehicle

operators to decrease the likelihood of incidents.

“The combination of accountability, incentives and teamwork are what raised our standards. I’m very proud of what this division has done,” said Bowen.

The FY2012 Safety Award winners will be chosen in early October.

“The overall goal of employee involvement in the safety program is to promote an internal responsibility system for safety and health in the workplace, reduce costs and promote productivity,” said Smith. “The DLA Distribution Warner Robins team is certainly up to meeting that challenge.” ●



Crisis Action Team keeps customers at the ready

By Emily Tsambiras, DLA
Distribution Public Affairs

More than a customer service team, the Crisis Action Team at Defense Logistics Agency Distribution Warner Robins, Ga., receives and responds to emergency calls to ensure customers' operations never miss a beat.

"Our primary goal is to ensure the customer gets the right item in the right time and, in situations where this doesn't occur, fix the problem as expeditiously as possible," says team lead Gary Gatton. "We stand ready on the other end of the line when they are in need."

Gatton and his six-member team, comprised of Christine Brown, Harry Hardison, Gwen Foster, Tequila Jackson, Tammy Henry and Jerome McCalpine, work around the clock to avoid and resolve issues in the areas of receiving, issues/shipping, and Web Supply Discrepancy Reports. "We are here to facilitate and improve those relationships between DLA Distribution Warner Robins and

our customers and partners, whether that be through reduced customer wait time via streamlined processes for discrepancy lines in receiving, developing a process for expediting incoming emergency parts and same-day delivery or reducing customer complaints by analyzing weekly error reports," says Gatton.

Serving as a single point for customer



returns, the team strives to make resolving issues seamless for the customer, whether those issues originate at the distribution center or with the customer.

Gatton describes a rather common example of a customer-created issue. “We have had local customers performing functional tests on aircraft and literally had a pilot on stand-by when they realize they need a part immediately. They call us, we contact the Emergency Supply Operations Center who pulls the part, lets us know they’re on the way to the customer and we call ahead to let the customer know the part is en route.”

Another top mission for the team is expediting shipments to the Air Force to move its number one Mission Impaired Capability Awaiting Parts

driver. Without these critical parts, these items could not move to the warfighters in the field that require them. In 2012, the team reduced customer wait time on these shipments by 60 percent.

According to the Air Force item manager Laura Faith this assistance was greatly appreciated. “I can say with certainty that the efforts of the Customer Service Team to expedite these assets are saving the Air Force considerably. The team’s efforts have not only reduced MICAP hours; they in fact have prevented work stoppages and enabled real-world missions to proceed as planned.”

According to Gatton, while oftentimes issues are as straightforward as a customer needing a part expedited, it’s not always the case. “Unfortunately, there are situations where an item arrives to the customer damaged or incorrect and this is where we work to get to the root of the issue, to make sure such errors are avoided in the future while we move to get the right part out the door.”

Ultimately, fixing these issues demands accountability built into the process. “Our team maintains a database tracking all errors and what areas they originated from. Once the issue is traced back to an individual, we provide a description of the issue to the individual’s supervisor for follow-up and coaching.

Additionally, Gatton says, the distribution center has a self-imposed 24-hour deadline to replace wrong and/or damaged parts for local customers. “We will continue to reduce customer wait time for reshipment of parts as we resolve customer complaints,” says Gatton.

Another part of this remedy process is customer face-to-face visits, says Gatton. “We make it a point to regularly visit with our top five customers, do a walk-through of their industrial areas and really get to know the heart of their business and understand their needs. We strive to maintain our relationships by opening up the lines of communications.”

Gatton says he is pleased with the progress the team has made since its inception in March 2011. “I am proud of the way the team has come together for the customer. We have subject matter experts in all the different areas of distribution. We are always happy to respond to a request, but by incorporating quality checks and accountability into the distribution process we hope to avoid many of these issues in the future.”

So what’s next for the team? Gatton says the team will continue to experience successes because they continually work together and provide support when customer demands get stressful. Additionally, he adds, “We will continue to solidify our customer relationships by promoting regular interaction to better solve problems and continuously improve our processes. No matter the issue, we are here to serve.”





Smith dedicates professional life to country, personal life to community

By Emily Tsambiras, DLA
Distribution Public Affairs

Dedicating his life to government service, former Marine and Airman Cody Smith, chief of DLA Distribution Warner Robins, Ga.'s Safety and Security Division, is no stranger to giving. Volunteering as the "voice" of Atlanta's U. S. Marine Corps Reserve Toys for Tots Program, however, Smith found himself investing more time giving back than ever before, saying it is "worth every second."

The mission of the Toys for Tots Program is to collect new, unwrapped toys during October, November and December each year, and distribute those toys as Christmas gifts to needy children in the community. It was during kick-off of the 2011 campaign season, when the Atlanta program

running the third largest campaign in the country, put out a call for help, looking for a representative to be "the voice" of the campaign and handle the main phone line. Already active within the local community's Toys for Tots program, Smith naturally stepped up to the plate.

The job required Smith to assist all those needing info on the program, including which collection sites were participating, how to become a collection site, and how to become a recipient of donations.

"I was given a cell phone and told I was on call 24 hours, seven days a week," said Smith. "A large part of the job was just listening to those going through a hard time. I realized five minutes out of my life can make a difference to someone."

Smith, who says he received calls at all hours of the night, understood that it was important for members of the community to have someone they could call, especially those having a rough time around the holiday season.

“Families would call to request toys because they had no means of providing for their families at Christmas. I experienced hundreds of these types of communications,” said Smith. “It compels you to do whatever you can to help.”

As a result of Smith and other volunteers, approximately 13,000 families were helped by the 2011 campaign. Smith says he anticipates 2012 to be just as busy. “The public sees the campaign around the first of November, but the logistics are planned in July, and already the phone lines are hot.”

Attributing his propensity to give his time and service to his upbringing in his home state of Oklahoma, Smith says, “I remember when my father who was in the Air Force encouraged me to do the same. He convinced me it was the right thing to do. He was



Cody Smith, DLA Distribution Warner Robins, Ga., chief of Safety and Security Division, no stranger to giving, has been volunteering as the “voice” of Atlanta’s U. S. Marine Corps Reserve Toys for Tots Program for the past two seasons.

absolutely right.”

In addition to the Toys for Tots campaign, Smith volunteers to assist other events within the local community. He has participated in bike rodeos to promote helmet safety, registered as a child passenger safety technician, and volunteered as auctioneer at various benefit auctions.

Smith, who will have 32 years of service in December, says it’s important to look back on your life with pride. “Giving back to the less fortunate means everything; on your tombstone, it will say ‘born,’ then a dash and then your date of death. That dash represents everything you’ve done in your life. I want mine to stand for a lot.” ●

A Deskside Conversation with DLA Distribution

In this continuing series of conversations with DLA Distribution leadership, DLA Distribution Warner Robins, Ga., director Frank Holobinko, discusses his views on the organization's recent accomplishments.

Q: FY 2012 was a huge year for DLA Distribution Warner Robins. What was the organization's greatest achievement?

A: I believe that our greatest achievement was the fact that our commitment to our customers (Warfighter/Taxpayer/each other) was put in the forefront of all we do at DLA Distribution Warner Robin. All 407 team members made a concerted effort to remind ourselves, "It is not about us individually."

We have been blessed with a great team here and our customers now sing our praises each day. I attribute this to one of our new favorite sayings, "One call, that's all." Our customers know that as soon as we receive an email or phone call their issue becomes our immediate focus. I could sit down for hours/days and brag about this team's commitment to the customer and how much they personally and professionally mean to me.

Someone once asked why our customers consider us a great organization and I remember pondering that question and replying to them, "I could give you 407 reasons why."

Q: What CPI initiative had the largest effect on your distribution center in FY 2012?

A: The standardization of the business

here at DLA Distribution Warner Robins has had a tremendous impact. Our leadership team decided that we wanted to take a course of action that would enable our team a chance to build a solid business model with internal models that would allow us to measure successes of future CPI events.

With that said, the journey began nearly two years ago to implement DLA Distribution's 16-step business model process focusing on standardization of processes across the internal distribution center. Our team developed business models and implemented Standard Operating Procedures following set processes established by DLA headquarters Distribution Process and Planning division.

Again, it was no small feat for all of our team members to be aware of this vision of standardization and so far in the process it has been engaging and challenging for our team. Too much change, even though it may seem good at the moment, is sometimes not good for the team. Not everyone can keep up with the carrot of constant change.

The one major effort we undertook in the realm of CPI was a partnership with DLA Aviation/Air Force to create a standardized effort for moving forward into AF Facilities to enter material onto system records for accountability. This event has gotten rave reviews up and down the chains of command.

Additionally, since we focused on this one event and documented SOPs so well, we are going to be able to plant the results at other forward points throughout the base, multiplying the cost savings and customer support five-fold.



n Warner Robins, Ga., director Frank Holobinko

Q: What is your plan for sustaining your FY 2012 successes into the new FY and beyond?

A: We plan on remembering ('Speaking') and continuing to practice ('Walking') our core values of: Customer Focus; Mutual Respect; Excellence-Driven. Our team here at Warner Robins is based on being great followers who understand it is not about each of us, but about the customers we serve each day. It is about following the direction given from our higher headquarters and then communicating to our team what the direction is and executing.

Q: What will be FY2013's greatest challenge for DLA Distribution Warner Robins?

A: Our great challenge will be to not forget the road we traveled during the past FY. Additionally, we will remember each small success by our team which equated to an overall 'win' for our customer and each team member. Finally, I promise to continue to pray for this organization each day that our team will have success and that our efforts find favor with God and others.

We are "one" and "We are DLA."

We have a terrific team and I am humbled day in and day out to be leading such a great organization. 🙏



