

# DDC Defines Relationships, Roles and Processes in New CGA Handbook

By Jessica Walter-Groft, DDC Command Affairs

The Commercial Activities Office of the Defense Distribution Center (DDC) has developed a new tool that will allow DDC's Continuing Government Activities (CGAs) to continue to improve the level of support provided to DDC customers.

The CGA was created by DDC in order to ensure continuity of operations. The purpose of the CGA is to ensure that the government is getting the best value for the money. By providing constant on-site supervision of the Performing Activity (PA), the CGA looks out for the customer's best interest.

At the end of the A-76 process, when the decision is made to either continue staffing the distribution center with federal employees or to turn the mission work over to a private contractor, it can sometimes be difficult to redefine roles and to determine which group is responsible for which functions.

The new CGA Handbook is designed to assist the CGA in effectively overseeing the work of the PA that carries out the mission work at distribution centers that have undergone the A-76 public/private competition process.

"This handbook provides a structured model of the CGA's functions as well as resources for the CGAs to use to find solutions," explained Twila Gonzales, Director of the DDC Commercial Activities Office.

Annie Meeks, DDC's project leader for the development of the CGA Handbook, describes it as a "one-stop shop for anybody in the CGA to use."

The handbook has a specific emphasis on defining how the CGA interacts and partners with the PA, DLA and DDC staff and also outlines processes and procedures for everything from change management and effective communication to uploading DSS tables and processing Stock Discrepancy Reports.

"Everyone has a defined role in how they work together to provide the best value and

service to the customer," said Gonzales. "The PA, in most cases, knows exactly what their role is because it is outlined in the Performance Work Statement, and now there will be similar guidelines for the CGA."

Meeks believes the new handbook will impact DDC customers-the Warfighters-by improving communication and efficiency across the organization. By defining roles, the CGA is better able to respond quickly and accurately to any customer requests. "The more comfortable people feel about what they're doing, the better able they are to help the customer," she said.

Meeks, along with team members Jim Buckley (quality management expert), James Norris (quality assurance expert), and Gary Thompson (distribution expert and former distribution center commander), will soon take their show on the road to train each of the ten CGAs at distribution centers that have already completed the A-76 process.

The training, based on the CGA Handbook, will begin this summer at Defense Distribution Depot Puget Sound, WA (DDPW), the most recent distribution center to complete the competition (with the federal employees tentatively winning the work). The training will also be



provided to all the other depots completing the A-76 competition.

The training is three-tiered, beginning with a two-week introductory course followed by two additional weeks of advanced training over 16 months.

Because each distribution center provides customer-focused support, the training will be tailored to each site. Gonzales said, "Each site performs common functions, but they provide unique support depending on their customers' needs, so the training will be site-specific."

According to Gonzales, a properly-trained CGA provides for a seamless transition after an A-76 process. "We want the outcome of an A-76 decision to be invisible to the customer."

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