

Depot That Could

MAKES SUPPLYING THE WARFIGHTER LOOK EASY.

That transition was complete in May 2000 and the staff now totals 19 people. No one left DDCO during the transition, except by retirement or taking another job. That is a record DDCO Director Don Brown is understandably proud of. "I had two great teachers, H.T. Flint and Frances Scranton," said Brown. "Both were deputies here and both set a standard of working closely with all the associates to find the best solution. It's a standard we still maintain today."

Jeff Morgan, Accountable Officer. ➔

Steve Miracle, Supply Technician. ➔



↗ *Werner Nelson, Materials Handler.*

↘ *John Van Horn, Materials Handler.*



Mission first, People always.

DDCO exemplifies "Mission first, people always." The entire staff moves together like a well-oiled machine. They smile constantly, laugh often, and are completely self-effacing, saying to a person, "I'm just doing my part."

What may be surprising to non-distribution experts, when DDCO downsized, it eliminated all mechanization except for forklifts, warehouse tractors, and scooters. When you need speed in distribution, you need people - not necessarily a lot of people, but people.

But they didn't eliminate technology. They leverage technology, whenever and wherever possible, to make the most of the small staff. When only 19 people are responsible for thousands of square feet of warehouse space, something as simple as making or answering a phone call can be difficult. To solve that problem, DDCO eliminated most of its 800 phone lines, reminiscent of its days of hundreds of employees, and purchased cell phones with direct connect capability. Direct connect capability is essentially walkie-talkie capability. DDCO staff is easily connected to each other so long as they are within 200 miles of each other.