

# DDCO's DLA Hall of Famers



## **FRANCES L. SCRANTON**

### **DDCO DEPUTY COMMANDER**

### **DLA HALL OF FAMER**

“Some say I was at the right place at the right time, but luck didn’t have anything to do with it,” said Frances L. Scranton on the anniversary of her 50th year of federal service. “It was a lot of effort. I made my own niche. I looked for a job, not a position. And when I got that job, I protected it. I don’t believe in defeat. You’ve got to take what you have and make the most of it.”

Frances L. Scranton began her government career in 1944 as a temporary clerk at Wright-Patterson Field, Dayton, Ohio, and retired in 1997 as the Deputy Commander for the Defense Distribution Depot Columbus, Ohio (DDCO). During her five decades of government service, Scranton participated in many projects that resulted in awards for innovation and excellent performance.

A native of Temple, Texas, Scranton began her government career in 1944, a career that spanned over five decades. In 1945, she became a permanent General Clerk and in 1946 transferred to the Columbus General Depot as a clerk-typist. With the formation of the Defense Supply Agency in 1962, Scranton was assigned to the newly consolidated Defense Construction Supply Center (DCSC) where she became a Contract Administrator, Procurement Agent, and Contracting Officer.

In 1966, she returned to depot operations, and in 1983 she became Deputy Chief, Transportation and Shipping Division. When the Directorate of Storage and Distribution separated operationally from DCSC and became the Defense Depot Columbus (DDCO) in 1986, Scranton continued in this position.

In November 1993, as a member of the “Depot Team,” Scranton helped reinvent processes that enabled the depot to reduce overall customer order shipping time from just over eleven days to two. This became DLA’s standard for depot processing. As a result, the “Depot Team” was one of the first recipients of Vice President Gore’s “Hammer Award” for reinventing government.

Scranton’s transportation innovations included downgrading air eligible cargo to surface cargo, which saved more than \$650,000, and introducing a volume discount that, coupled with air carriers aggregate billings, saved another \$100,000.

Scranton helped make DDCO the most cost-effective shipping activity in DLA, taking various steps to improve on-time delivery.

Much of the division’s amazing transformation was the result of Scranton’s skilled leadership and directly influenced DLA’s transportation processes today.

For her efforts, in 1988 Congresswoman Constance Morella of Maryland presented Scranton with the prestigious “Excalibur” award.

In 1995, Scranton became Deputy Commander/Deputy Director as DDCO began downsizing to its low demand, war reserve mission mandated by the Base Realignment and Closure (BRAC) process.

Scranton’s hands-on leadership style motivated personnel during the downsizing. Through her inspirational leadership and concern for the workforce, the DDCO was downsized with dignity and compassion. Scranton arranged civilian personnel briefings, job training with private industry, new skills development, priority placement, vacancy announcements, and job swaps to help employees move into other federal jobs.

Meanwhile, she ensured that the remaining workers remained flexible with continuous training in all facets of distribution operations, professional computer skills training, and tuition assistance for off-duty education.

Despite a significant decrease in the workforce and increase in workload, in FY 96 DDCO had the best overall performance on DLA’s measures of merit — best priority and routine on-time shipment rates, best average shipping times, and best average receipt of material time. Through Scranton’s efforts, the depot cut unit costs by 15 percent. For its efforts, the depot team was awarded the DLA Director’s Award for Organizational Excellence.

Scranton actively participated in many Federal programs and provided inspiration to many employees at DSCC, especially women and minorities. She raised four children, has six grandchildren, and battled five separate cancer illnesses.

Upon retirement in 1997, Scranton was presented with the DLA Distinguished Career Service Award. Her methods provided the foundation for future organizational streamlining.

She remains in the Columbus area and continues to take an interest in DDCO’s work through her relationships with its workforce.