

DDDK's primary mission is to provide enhanced physical distribution services to the United States Armed Forces located on the Korean Peninsula. DDDK will stock more than 14,000 National Stock Numbers (NSN) and will reduce transportation costs and customer wait time in support of forces located in Korea.



(L-R) DDDK's Senior Leadership are Hong-taek Sim, DDDK's Korean Executive Administrator, LTC James Lippstreu, USA, DDDK's Commander, and Peter Halseth, DDDK's Deputy Commander.

DDGM - modernizing distribution

By Polly Charbonneau, DDC Command Affairs

With 26 distribution centers located around the world, Defense Distribution Center (DDC) employees work in some unique conditions. Employees at Defense Distribution Depot Guam, Marianas (DDGM) work in a lush, tropical paradise. A tropical paradise that has withstood a super typhoon, numerous earthquakes, is home to an active volcano and, unfortunately, some brown tree snakes.

But DDGM employees see these as challenges they are ready to overcome.

Established in October 2004, DDGM was DDC's 24th distribution center and

was established based on coordination with the Commander U.S. Naval Forces Marianas and the Fleet Inventory Support Center Pearl Harbor. The primary mission is to provide enhanced physical distribution services to the Armed Forces located in Guam through a robust forward stock positioning strategy.

The facilities at DDGM were originally the responsibility of the U.S. Navy under contract with Raytheon, but after several mission changes were suffering from a lack of equipment and a lack of customer focus. When DDC stepped into the leadership position, this changed dramatically. While still a contractor operated distribution operation, the working relationship between Eagle Support Services and DDGM personnel have turned this operation into another world-class DDC distribution center.

"Customer service is what we are all about," said CDR William Nash, SC, USN, Commander, DDGM. "Our employees live here and they know the challenges of being so far from the U.S. mainland and they want our customers to have all the support they can provide."

CDR Nash has also reemphasized standards for employees and facilities. This has led to a major clean up of DDGM warehouses and surrounding properties. "DLA has measurable standards that everyone could see and understand," CDR Nash said. "We went from measuring our work by days, to measuring it by hours."

Today DDGM's facilities are clean, organized, and ready for the important work going on every day. "Our success depends on our workforce," CDR Nash said. "They are experienced and responsive and they need to have the best training."

The emphasis on training has allowed the workforce to get the latest training on DSS – the Distribution Standard System. DSS is DDC's information technology backbone, uniting warehouse management

with all the transportation functions required for a state-of-the-art distribution center. To that end, DDGM converted and upgraded some existing space to training rooms with the latest audiovisual equipment to support training.

Always focused on tomorrow's technology, DDGM has recently installed a radio frequency (RF) tracking system. This RF



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system allows for recording transactions in real time – much faster and more accurate than moving people and product from station to station to record work. DDGM's RF is also improving inventory accuracy because it rejects attempts to place stock in the wrong location.

DDGM's distribution facilities are strategically positioned in Guam to reduce transportation and customer wait time. The depot provides distribution services and surge capability to all four service components to support the Warfighters operating in the area. Commodities distributed by DDGM are primarily repair parts.

DDGM also provides consolidated shipment services, as well as, routine logistics support to the military community in Guam.

All of this hard work is paying off. DDGM's processing times are at record lows. They are doing today's work today and customer satisfaction could not be

better. This is also made evident by the most recent request by the Air Force to get additional support from DDGM.

