

# ***“Strategically Speaking”***

**United States Navy Lt. Cmdr. Gwen Garcia, regional distribution operations department head, DLA Distribution Norfolk, Va.**

## ***Warfighter Support Enhancement***

DLA Distribution Norfolk, Virginia, is constantly seeking new and innovative ways to better support the Warfighter. We've implemented a Command Duty Officer Program that ensures a director is always on call to respond to any customer emergency - 24 hours a day, seven days a week, 365 days a year.

Our Production Department reaches out to local sailors on ships regularly through customer service surveys for feedback on our Material Processing Center and Emergency Supply Operations Center.

Additionally, the Material Processing Center continues to expand the ship-specific sorting options offered to reduce the shipboard manpower required to receive material. This particular service is in such high demand the local aircraft carriers are now transitioning to become customers of our MPC.

## ***Stewardship Excellence***

As a result of the Navy Warehouse Transfer initiative, DLA Distribution Norfolk has already in-sourced a medical mission that was being conducted by 25 contractors. As a result the same mission is now being conducted by 5 government employees with no degradation in service.

The Intermodal Hub is finding ways to build air pallets for military air transport at a location collocated with the Norfolk Air Terminal. The cost avoidance by presenting AMC with pallet loads vice individual boxes could achieve \$3.6 million to \$5.0 million annually.

## ***Workforce Development***

DLA Distribution Norfolk has worked to get both managers and employees more involved in their own safety. Every employee has received training enabling them to lead safer and healthier lives. Lost time injuries have been reduced by 75 percent. The benefits continue to extend throughout the workplace and into their homes.

DLA Distribution Norfolk has also implemented a highly effective Supervisor Training Program that has helped to reshape the culture within our organization.

***Lt. Cmdr. Gwen Garcia  
DLA Distribution Norfolk, Virginia***



*To read this month's complete "Strategically Speaking," be sure to visit DLA Distribution on the web at <http://www.ddc.dla.mil/>.*