



Improving processes and support to the Warfighter, DLA Distribution Oklahoma City, Okla., employees observe efficiencies through integrated process teams

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Through knowledge of mission and customer requirements, DLA Distribution Oklahoma City, Okla., employees are using their ingenuity to further improve processes and support to the Warfighter.

Integrated process teams, or IPTs, have been established to review internal processes within DLA Distribution's Midwest Strategic Distribution Platform and observe opportunities for process improvement and streamlining operations. "We are using the DMAIC Process Improvement Model," said Thomas Wahpekeche, Performance Excellence Office chief. "DMAIC is the process that Defines, Measures, Analyzes, Improves and Controls processes that allows for better efficiency and effectiveness."

The most recent IPT reviewed the process for internal ordering of supplies for employee use. Two employees from different branch offices co-chaired the IPT and began mapping the supply order process from beginning to end. "Repair parts for routine maintenance on a vehicle were taking up to 45 days to receive," said Tim Hanna, Electronic Industrial Control mechanic. "As we met and mapped out the process, we realized that there were

unnecessary layers of review and excess, or even duplicate, handling of the requests for parts within the work centers, thus delaying the request being processed by the supply clerk."

Under the improved process, the excessive layers have been cut and the approval process has been streamlined leaving the entire process taking less than 12 days from date of requirement to delivery. "We will continue to look for ways to even further improve on this process," said Mary McHenry, resource advisor.

Other IPTs have been established within DLA Distribution Oklahoma City, Okla., to review inventory denial rates, customer turn in processing and the new procurement process – all areas part of DLA Distribution's key performance metrics which are tracked monthly.

The Inventory Denial IPT, established in July, is currently reviewing the trends in the spike in the distribution center's denial rate. "An example of a denial is when a customer orders 100 washers based on the Distribution Standard System balances and the distribution center only has 80 on hand," said Roy Shipp, general supply specialist. "Because we cannot fulfill the complete 100

washer order, that becomes a denial within DSS." DSS is the distribution and warehousing operating system used throughout the DLA distribution network.

During the review, the IPT and its green belt facilitator assigned to the team, recognized extreme spikes in the denial rate during the weekends. "Denial rates were negatively impacted by the 48-hour timeframe when only emergency support operations center personnel are scheduled to provide after hours support," said Delayne Dye, Performance Excellence Office lead. As a result of the IPT's observations, potential inventory denial sheets are now handed out to warehouse supervisors at the daily production meetings and special emphasis is made on Friday's data to work items that are potential weekend denial candidates. Potential weekend denial candidates are potential denials that will exceed the four-day threshold, for processing of potential denials, over the weekend timeframe.

The distribution center's Customer Turn-in Working Group has been closely working with key customers for several months to further improve materiel turn-in times. This process was also a prime candidate for an IPT and Wahpekeche took on the role of green belt facilitator.

“One of our studies revealed that there was enough volume of small and medium-sized customer returns at one of our pick up points to warrant placing a turn-in inductor/packer at that location,” said Dale Gill, Preservation, Packaging, Packing and Marking, branch chief. “By placing that resource at the entry point, assets are now inducted shortly after being offered by the customer. Previously, the assets would wait for pick up and transport for induction into DLA Distribution Oklahoma City’s central turn location.” This process will allow DLA Distribution Oklahoma City, Okla., to expedite induct of serviceable priority assets back into the system to fulfill customer requests.

New procurement processing was also assigned a green belt facilitator and an IPT formed and in its infancy has turned up some astounding findings. “After reviewing every transaction that contributed to the June New Procurement metric, we were awed to find ‘F’ condition, or ‘unserviceable returns’ were being considered as new procurement,” said Lisa Boatman, Performance Excellence Office. The Oklahoma City team immediately began to identify, sort and categorize assets that fell into the new procurement category. “This is allowing our



DLA Distribution Oklahoma City, Okla., employees work to map out internal processes to find opportunities for process improvement and streamlining operations.

distribution representatives to quickly induct, transport and stow materiel.”

According to Ned LaViolette, director for DLA Distribution Oklahoma City, Okla., the SDP’s Performance Excellence Office will continue to provide guidance and assistance to current and future IPTs as the organization continues to seek efficiencies.

DLA Distribution Oklahoma City, Okla., provides a full range of distribution services in support of the Oklahoma City Air Logistics Center, Tinker Air Force Base tenants, and other global customers.

Core services include receiving, storage, packaging, and issue of military supplies. Support to the Oklahoma City Air

Logistics Center is primarily for programmed depot maintenance for numerous aircraft and engines and is available around the clock.

The majority of the items shipped from DLA Distribution Oklahoma City, Okla., are destined for customers on base including the 552nd Air Control Wing, the U. S. Navy Strategic Communications Wing One, the 507th Air Refueling Wing and the 3rd Combat Communications Group.

Off-base shipments support customers on Air Force bases worldwide with the various systems and commodities that have been repaired at Tinker Air Force Base.

DLA Distribution Oklahoma City, Okla., is one of 25 distribution centers within the Defense Logistics Agency.