

## DDYJ's Harada selected as DDC Employee of the Quarter

By Stacy L. Umstead, DDC Command Affairs

Seiji Harada, primary information technology help desk technician at Defense Distribution Depot Yokosuka, Japan, was selected as the Defense Distribution Center Employee of the Quarter, first quarter, fiscal year 2007.

Harada works directly with customers to address system-related trouble calls throughout DDYJ and Map Support Office - Atsugi. He is also the project lead for system



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configuration changes that require implementation affecting the Standard System Build. His experience working with the Yokosuka-based supply and storage operations gives him unique skill in prioritizing fix actions to best support DDYJ's mission in times of system outage.

Harada's professional manner and customer service focus sets the

example for the DDYJ IT team, said Dean A. Bias, DDYJ Information Systems Director. Harada is also responsible for many of the innovative ideas and standards based improvements in the underlying infrastructure that keeps DDYJ's systems processing. His work demonstrates a longstanding dedication to the mission of DDC and DDYJ.

Recently, DDYJ employees were unable to logon and begin work due to software problems, Bias said. Harada knew the importance of getting out to the warehouse and communicating directly to the customer about the workaround in progress. With his background, he also knows which workers need to get the fix first for the best overall DDYJ effect. He immediately went into the warehouses and began enabling workers' systems. His customer service approach ensures he never leaves the customer until the fix is verified. He personally resolved the problem on most of the warehousing workstation by noon. This is approximately 150 of DDYJ's 370 computers.

When new security requirements caused changes to remote email access, several DDYJ employees had to switch from personal computers to laptops, Bias said. Harada immediately began the painstaking process to accommodate the new laptops. Once complete, he built all 17 laptops in a span of two days. Again, he scheduled and organized the entire deployment on an appointment basis to ease the amount of change required for each laptop user.

Harada's organizational skill again played a part in the system refresh for DDC's MSO in Atsugi. He planned the most efficient process to retrieve the new systems, build, configure and test them prior to deployment and finally deliver the systems so that the actual time at the site and customer interruption was less than half a day. The Director of MSO Atsugi praised his professionalism and attention to detail as the entire upgrade went flawlessly.

Harada's customer focus and dedication make him a valuable asset to DDYJ.

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## DDRV MEO Development Team selected as DDC Team of the Quarter

The Defense Distribution Depot Richmond, Va., Most Efficient Organization, or MEO, Development Team was selected as the Defense Distribution Center's Team of the Quarter, first quarter, fiscal year 2007.

The DDRV MEO Development Team distinguished themselves by exceptional professionalism and commitment to mission excellence in the planning and development of the DDRV Agency Tender, said John Yost, Deputy Director, DDC Acquisition Management.

The DDRV warehousing and material distribution services were initially announced for public-private recompetition in February 2005. This marked the first recompetition of a winning MEO under the revised Office of Management and Budget Circular A-76, the circular which establishes federal policy for competition of commercial activities. The revised circular implemented a new way of doing business and presented the development team with unique challenges, Yost said.

The DDRV MEO Development Team was determined to develop an Agency Tender that was strengthened by the lessons learned from the initial 2002 DDRV public-private competition, Yost said. The 2002 tender focused on successful phase-in and performance initiatives, and ensured the best value for the war fighter and the taxpayer.

The team proved to be a cohesive blend of knowledge, talent, skills and experience, Yost said. Each individual



Part of the Richmond team, left to right: Zack Martin, Steve Thein, Jerri Taylor, and George Owen.

brought their best efforts and ideas to the task while simultaneously functioning as a well-honed team. They had one focus—planning for a competitive Agency Tender and creating an MEO built on sensible organization alignment, best industry practices, and efficient use of resources to ensure a successful operation.

Though separated both organizationally and geographically (half of the team was in New Cumberland, Pa., the other half in Richmond, Va.), the team maintained outstanding communications and a distinct vision through data gathering, analysis and strategizing and continuing through document completion and the closing of the solicitation, Yost said.

Team members outside the DDRV organization became intimately familiar with DDRV's unique operational processes, understood the problems of the past, and adopted a can-do attitude in forging the path of a successful future operation.

The team worked tirelessly, forsaking in many instances time planned for family over the holidays, to ensure their mission was met, Yost said. "This team proved themselves to be consummate experts in their field and the ultimate in dedicated professionalism," Yost said.

While there was a core of individuals assigned to the team, their work would not have been possible without the support of every DDRV employee and the entire DDC Acquisition staff.

Team members included Michael Torner, Robyn Snyder, and Tracey Zimmerman, all from DDC Acquisition Directorate; Gwen Hoover, DDC Counsel; Lisa Stiely, DDC Logistics Operations; Kerry Weaver and Rose Anderson, DLA Human Resources Operations Center-New Cumberland; Doug Burwell, Robert Thien, George Owen, and Jerri Taylor, DDRV; and Joseph Wilck and Zack Martin, DLA Office of Operations Research and Analysis.

## DDMA's Garrison nominated as DLA Company Grade Officer of the Quarter

Defense Distribution Mapping Activity's Navy Lt. Blaine Garrison was nominated a DLA Company Grade Officer of the Quarter, first quarter, fiscal year 2007.

"Lt. Garrison has excelled as the Officer in Charge of the Map Support Office Norfolk," said Navy Cmdr. John Pearson, DDMA commander. "Lt. Garrison ensures the daily mission is met by providing customer support, training, and outreach, and warehouse operations are conducted in accordance with policy."

Garrison has met the challenge of monitoring and coordinating a major facility renovation while planning for a relocation, Pearson said.

He has invigorated the MSO-Norfolk staff with a sense of purpose and direction, Pearson said.

Garrison quickly assessed the retail operation and worked with Defense Distribution Center, DDMA staff, and host activities to physically relocate DDMA's most active retail operation to a renovated facility due to the impending demolition of the current facility.

He reviewed and improved internal processes for handling deliveries of classified material when the map support office was a supplementary address, Pearson said. Garrison's efforts have resulted in local process changes to enable increased control and accountability and have led to the discovery and correction of a problem in the Distribution Standard System, or DSS, DDC's warehouse and transportation management system, that precludes identification of arms, ammunition and classified shipments to customers.

Garrison's attention to detail and persistence have resulted in DDC's exploration of the feasibility of installing optical fiber in place of copper wire to greatly enhance the speed of DDMA's web-based management system and benefit the collocated National Geospatial-Intelligence Agency, too.



**Work safely.**