

DDC staff gathers for Town Hall June 2006

BG Lally provides updates on DDC initiatives, presents awards

By Polly Charbonneau, DDC Command Affairs

BG Michael J. Lally, USA, Commander, Defense Distribution Center (DDC), recognized several employees for their contributions at the DDC Town Hall held June 2, 2006.

Walt Bosdorf was presented the Defense Logistics Agency Meritorious Civilian Service Award for his work as the DLA Contingency Support Team-Iraq customer support representative for the 4th Infantry Division in Taji, Iraq, in support of Operation Iraqi Freedom from September 18, 2005, to March 15, 2006. His extraordinary customer service resulted in highly effective logistics support to the premier Army division engaged in direct combat in Iraq.

Wayne Galloway was presented the Team Performance Award for being part of the DDC team that fielded four new distribution centers overseas in less than two years.

BG Lally then presented several length of service certificates. Roxanne Gabel and Barbara Huss received 25 year certificates. Cindy Eslinger and Wayne Galloway received 30 year certificates.

BG Lally presented his commander's coin to the employees who assisted in the Defense Distribution Depot Warner Robins, Ga. (DDWG), inventory project including Gregg Feie, Dave Hickey, Jeff Mountz, Joe Rutkowski, Jose Abreu, Laura Fritz, and Shannon Hodgson.

BG Lally then updated the DDC staff in attendance on the latest DDC initiatives. DDC's Logistics Operations Directorate led a three-year effort to improve inventory accuracy that was completed in February. BG Lally said the Swarm initiative was a huge success and that the DLA Director was

extremely pleased with the results. The task now, he said, is to sustain the excellent improvements.

Swarm resulted in significant improvement in customer fulfillment and accuracy goals, BG Lally said. Well below the Department of Defense (DOD) goal of 1 percent, the DDC denial rate has consistently been under 0.5 percent. A DDC goal for an Absolute Adjustment Rate, the measure of the financial integrity of the balance records, has declined from 19 percent to 4.7 percent in less than three years. These two metrics highlight the improvements that have been achieved over the past two years and show the emphasis placed on being a responsible steward when handling the supplies vital to our military forces.

DDC's Deployable Distribution Center, DDXX, was the next topic of discussion. In just five months, DDC created the first deployable distribution center. DDXX is a cadre of distribution personnel and equipment ready to deploy within 72 hours to provide distribution services in the event of a natural disaster inside the continental United States. DDXX can receive, store, issue, trans-ship, and maintain in-transit visibility for items needed

for relief efforts like food, water, and construction material. The capabilities of DDXX allow DOD to better serve the U.S. during a natural disaster.

BG Lally then described DDC's dramatic improvements in culture – an astounding 84 percent improvement in the overall cultural index as measured by the DLA culture survey with a remarkable participation rate of 79 percent. During this transformation period, all performance and inventory accuracy measures have improved. BG Lally said that DDC has a world-class workforce and is making progress to achieving a world-class work environment.

BG Lally challenged the crowd to identify what worked and "stay the course." He encouraged continued cooperation and coordination across the organization and information sharing. He then asked the staff to identify new opportunities for improvement. He said it is critical that we effectively use employee's skills; challenge employees; and create more opportunities.

He emphasized that accountability is crucial. He said we must establish clear expectations and hold people accountable for results.

