

Traffic Management Specialist Cindy Lengel found that the courses also helped the students build camaraderie with each other. “As we got to know one another, we learned to work as a team – completing team projects, problem solving and supporting one another.”

By learning new approaches for communicating effectively with each person they come in contact with during the distribution process, some students feel they are better able to reach resolutions. “The courses presented alternate ways to approach issues and how to resolve those issues while maintaining a win-win relationship,” said Linda Norman, General Supply Specialist.

For Esther Wade, Supply Management Specialist, her motivation for providing customer support hit close to home. “As the proud parent of a Warfighter, I want to provide the best possible service because they deserve our best.”

Guest speaker Erin Shannon, Director of Continuing Education for Penn State Harrisburg, congratulated the students on their ability to manage multiple responsibilities while completing their coursework over the last two years. “In addition to working 40 hours a week and raising families and caring for households, our graduates, as a group, spent 5,830 hours in the classroom, 11,700 hours in study, and obtained 54 As and 15 Bs.”

Graduating from the Customer Relationship Management Certificate Program were Steven Coiley, Roxanna Covert, Yuna Kocharova, Cindy Lengel, Linda Norman, Esther Wade and Jim Weiner from Logistics Operations, Mary Lang and Paula Wallower-Runkle from Financial Operations, Anna Gensler of the Distribution Planning and Management System division, and Stella Starkoski from Business Systems Modernization.

The partnership between DDC and Penn State began in 2001 under the guidance of DDC Deputy Commander Phyllis C. Campbell, SES. Twenty-two employees graduated from the first program, earning a certificate in Business Logistics, in 2003 shortly before additional DDC employees began attending classes for the second program, Customer Relationship Management.

DDC’s Reserve Affairs and Mobilization Office invites you to see the world differently

Your opportunity to live in a tent, work 16 hours a day, 7 days a week and love it, is here

By Polly Charbonneau, DDC Command Affairs

The Defense Distribution Center (DDC) currently supports more than 50 different missions in the U.S. and around the world with dedicated civilians, active duty military, and military reservists. The DDC coordinator for all this activity is the Logistics Operations Directorate’s Reserve Affairs and Mobilization Office led by Sue Alpaugh.

Alpaugh’s team of professionals wowed the DDC workforce at a recent Lunch and Learn with the myriad of programs to which they provide unwavering support.

Each member of Alpaugh’s team explained their role and each described it as “the best job I’ve ever had.” They have accepted the call to find the right person for the right place at the right time, every time.

The office is made up of two smaller teams, one concentrating on military reserves, led by Deneen Diggs, and the other concentrating on mobilizing civilians, led by Lisa Walker. Together they have about 50 people deployed every day to places as far away as Iraq and as close as northern Pennsylvania, a short jaunt from DDC headquarters.

“The people that deploy for us are the face of DDC forward,” Alpaugh told the near-capacity crowd. “They have to be ready to do great things everyday. They have to live in a tent, work 16 hours a day, seven days a week, and love it.

“You have to have a hunger to serve the Warfighter,” Alpaugh said, “and our people do.”

Alpaugh’s teams support DDC’s forward stocking initiatives in Germany,

Kuwait, Korea, and Guam, among others. They also support special request missions like inventory accuracy improvement and rewarehousing.

She also arranged a Crisis Action Team (CAT) composed of 20 reservists who are ready to deploy within 72 hours to support a disaster relief operation or with DDC’s new Deployable Distribution Center, or DDXX, if is called into service during hurricane season.

Alpaugh’s powerful personality and obvious commitment to her cause has led to huge payoffs for the program. There have been times where she has gotten up to 900 non-DDC reservists to volunteer to give DDC two weeks of their labor.

The Mobilization team is required to recruit, train, and maintain 132 Emergency Essential personnel, or EE. These DDC civilians have to be ready to deploy to any environment, including hostile locales, within 72 hours.

To date, Walker has filled 87 of these billets and is looking for a few more great recruits.

The EE program requires a three-year commitment, a physical examination, and intensive training before an individual deploys. Interested DDC employees should contact their servicing personnel specialist.

While there is clearly a lot of hard work involved in volunteering for Alpaugh’s office, there are rewards as well, she said. There is extra pay, including danger pay depending on where a person deploys, overtime, and often awards. The numerous awards received by Alpaugh’s



Sue Alpaugh, Chief of DDC’s Reserve Affairs and Mobilization Office explains the options available to DDC employees at at recent DDC headquarters Lunch and Learn session.