

# NAVSUP future leaders benchmark with DDC customer engagement

By Jessica Roman, DDC Public Affairs

The Defense Distribution Center recently hosted a group of Naval Supply Systems Command, or NAVSUP, Corporate Management Development Program, or CMDP, students. The students visited DDC for a benchmarking session with the Customer and Supplier Engagement division.

The students were focusing on customer service and satisfaction as part of their core qualifications, which emphasizes the ability to meet organizational goals and customer expectations. Inherent to this Executive Core Qualification is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

Sherry Amrhein, general supply specialist, briefed the students on how the Customer and Supplier Engagement directorate provides exceptional customer service. A 2010 DDC commander priority, Customer and Supplier Engagement responds to critical supply chain distribution issues to ensure timely delivery of materiel and coordinates logistics solutions to support Warfighter, non-DoD requirements and new business.

“We interface directly with DLA supply chain owners to expedite inbound and outbound movement of materiel, develop reports that track materiel in-transit, and function as the project manager on critical shipments, working



**Sherry Amrhein, general supply specialist, discusses the Customer and Supplier Engagement division’s role in providing outstanding customer service to the NAVSUP CMDP class.**

with multiple organizations for the shipment of bills of materiel,” said Amrhein.

When a new business requirement is processed, Customer and Supplier Engagement is ready to meet the challenge. The directorate validates the requirements, identifies DDC capabilities, and develops a proposal to meet the demand.

“We even developed a plan to meet a customer need to test new food items,” said Amrhein. “We provided the storage at our Albany, Georgia, depot for barbeque chicken sandwiches which went to the Warfighter!”

Customer and Supplier Engagement also listens to customer needs through total package fielding, or TPF. TPF provides tailored support for items that need to be shipped in multiple configurations. DDC stores a large range of items, directed by the

customer, who then sends DDC a shipping directive. DDC provides a tailored shipment of the items requested by the customer sent to a location of the customer’s choice. One size does not fit all!

Additional groups with CMDP benchmarked customer service at other locations. Each team then shared results with their classmates in an overview session to promote cross-learning and development.

The goal of the CMDP is to develop employees into leaders who will enable NAVSUP to continue operation as a high performing organization that delivers combat capability through logistics. NAVSUP’s primary mission is to provide U.S. Naval forces with quality supplies and services. NAVSUP oversees logistics programs in the areas of supply operations, conventional ordnance, contracting, resale, fuel, transportation, and security assistance.