

# DLA Distribution Oklahoma City, Okla., teams with local customers to improve maintenance turn-ins

Recently, DLA Distribution Oklahoma City, Okla., Performance Excellence Office employees teamed up with the Global Logistics Support Center, or GLSC, Air Force Material Command, or AFMC, and DLA Aviation subject matter experts to perform a Lean study of the DLA expedited return process. This effort was one of six Improvement Process Teams, or IPTs, jointly formed by DLA, GLSC, and AFMC leaders.

The Expedited Return IPT was chartered to study and improve the DLA maintenance return process, with subject matter experts from DLA Distribution Warner Robins, Tinker Air Force Base, and Hill Air Force Base. The IPT held a face-to-face meeting in Jan. 2010, during which time a current and future state process map was developed. The primary objective of the group was to streamline the local maintenance turn-in process flow, thus decreasing customer wait time.

The group performed a manual time study to collect data on the turn-in process. Four DLA Distribution Oklahoma City, Okla., PEO employees, and one DLA Aviation Oklahoma City, Okla., employee manned various customer turn-in points to collect timestamps which were not available systemically. The time study covered eleven days

of turn-ins.

The results of the time study concluded that the turn-In process for Tinker Air Force Base generally spanned six to eight days, and involved time associated with material and document movement between the Air Force, DLA Aviation, and DLA Distribution. Based on the results, a follow-on pilot study was implemented in a high volume controlled area.

“One of the founding principles of Lean is to collocate work as close to generation as possible,” said Thomas Wahpekeche, DLA Distribution Oklahoma City, Okla., PEO supervisor. “The pilot study allowed the group to see the developed process in a controlled area.”

The results of the pilot project saw customer wait time drop to two days within the first week, and has stabilized since at less than two days. Net customer wait time was decreased by over five days, with follow-on data providing insight on how to generate turn-in documentation quickly. “DLA Distribution Oklahoma City, Okla., has received positive feedback from



DLA Distribution Oklahoma City, Okla., employees (left to right) Penny Selph, Misoon Cole, and Steven Vardamon work to complete a pre-sort of inbound inductions.

the customer,” said Ned LaViolette, DLA Distribution Oklahoma City, Okla., director. “The question we continually receive now is: When can we expand it to the other turn-in areas?”

DLA Distribution Oklahoma City, Oklahoma has been working with the customer to identify high volume and long lead time areas to expand the new process, with another Packing, Preservation, and Marking induct area utilizing the process in the Tinker Aerospace Complex. This satellite induct area is currently being expanded to handle the volume of large items that are generated at the facility daily. Near future plans include expanding the process to a 1.25 mile-long repair facility that generates a large volume of repaired parts, and to another building for quick turn of engine assemblies.