

"Strategically

Robert Pate, deputy site manager, DLA Distribution Albany, Ga.



Warfighter support enhancement

The mission here at DLA Distribution Albany, Ga., is to receive, store, issue, and distribute material worldwide to all DoD services in support of the Warfighter by using effective and efficient logistics processes. Our commitment to using innovative logistics in support of the readiness and sustainment of the Warfighter is evident by the unique missions we provide aboard the Marine Corps Logistics Base, or MCLB, Albany Ga. One mission is serving as the Traffic Management Office, providing all of the transportation management functions for MCLB Albany, the home of Marine Corps Logistics Command, and other tenant activities. This has given us the opportunity to participate in projects from the mine-resistant, ambush-protected vehicle project, to the deploying of the 2nd Marine Expeditionary Brigade. We have become the pivotal link between the Marines on the ground in theater and the equipment that is so vital to their success.

Workforce development

As a part of the management team, it is my responsibility to ensure that each and every employee receives the tools and training needed to perform their tasks. My vision is to see a training program that takes the employee from day one, all the way through their long and productive career with DLA. This would include everything from on-the-job training, to formal classroom training from institutions of higher learning. As for myself, I am currently enrolled in the Tier II program for new supervisors. Serving as an officer in the United States Air Force has afforded me years of leadership opportunities and experiences that I hope to pass on to those new to leadership roles within our organization.

Customer engagement

Every day lends itself with the opportunity to interact with a wide and diversified list of customers from around the globe to those collocated with us here on the Marine Base. There is always extensive planning that takes place to be able to move the massive amounts of material required to sustain the Marine Corps from one of only two maintenance centers of its kind in the world.

We also work closely with other services to provide support for projects such as the laser detection program for the Army. I really enjoy this close interaction, because I truly believe in the difference face-to-face communication provides toward common goals with less room for misinterpretation.

Continuous process improvement

This year we stood up our quality control team and established a quality control and customer satisfaction plan. As the quality control coordinator, I oversee implementation of the program on a daily basis. This includes monitoring performance standards and customer complaints, taking corrective actions as necessary, and seeing it through to resolution. One process improvement we are currently establishing is a centralized location for all reimbursable transshipments and customer service. This will give our local customers a single point of contact, while giving us greater visibility and accountability of this critical area.

Keys to success

I believe that having an understanding of the part each and every one of us plays into the bigger picture gives you a better appreciation for the tasks you perform. As a former Missile Combat Crew commander, I have been on the receiving end of the services provided by DLA. I know that this experience only enhances my dedication to providing the support that our current armed forces needs and most definitely deserves.

Robert Pate
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