

What it takes to do distribution – P-E-O-P-L-E; a look at the heart of DLA's lead center for distribution

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From the factory to the foxhole, the Defense Logistics Agency supplies the nation's military services and several civilian agencies with the critical resources they need to accomplish their worldwide missions. The Defense Distribution Center, headquartered in New Cumberland, Pa., plays a key role in ensuring the distribution needs of America's Warfighters; but what does it take DLA's lead center for distribution to perform that mission? The answer, quite simply, is its P-E-O-P-L-E

More than 8,500 U.S. Government civilian and military personnel, foreign nationals, and contractors, make up the P-E-O-P-L-E of DDC...

PRODUCTIVE: DDC employees are the heart of its success. The life line of the distribution supply chain, DDC employees pump out more than 22 million transactions a year!

ENTERPRISE FOCUSED: DDC employees support the DLA Director's strategic focus areas of Warfighter Support Enhancement, Stewardship Excellence and Workforce development. Offering best value tailored logistics solutions; DDC employees are supporting almost 250,000 different customers, or addresses, around the globe!

OPTIMIZING WAREHOUSE

SPACE: Always ensuring efficiencies and occupying the right amount of space to perform the DDC mission; DDC employees receive, store and issue commodities utilizing almost 76 million square feet of space.

PERFORMANCE A PRIORITY:

DDC stores more than three million different items, on the shelves of its 25 distribution facilities worldwide. According to the 2009 U.S. Census, that's more than the population of the state of Iowa. It takes a stellar inventory accuracy program to ensure that those items reach the war fighting customer at the right place and in the right quantity. DDC employees have consistently met DDC's metrics for inventory accuracy the last two years in a row!

LEADING CULTURE OF CONTINUOUS

IMPROVEMENT: DDC employees are involved and contribute their voices to leadership in many ways including the DLA Culture Survey at a participation rate of 80% across the organization leading to improvements in the overall scores of 86% from the 2004 to 2009 surveys!



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EXCEPTIONALLY EFFECTIVE AND

RESPONSIVE: DDC employees strive to learn and develop to improve their effectiveness. Over 3,000 employees have been trained in Lean principles and 371 are now green belt trained leading DDC employees to contribute to improvements in their local operations resulting in \$42 million cost avoidance across the organization between Fiscal Years 2006-2009.

Since DDC was established in October of 1997, employees have always answered the call. Supporting military operations, contingencies and humanitarian relief efforts worldwide, DDC's greatest asset, its employees, have processed more than 308 million transactions.