

DDJC earns performance excellence recognition from California Council for Excellence

By Doug Imberi, DDJC Command Affairs

The California Council for Excellence (CCE) recognized Defense Distribution Depot San Joaquin, Calif. (DDJC), with two performance excellence honors. The CCE announced DDJC will receive the California Award for Performance Excellence, or CAPE, Silver Level “Eureka Award.”

Additionally, DDJC’s Performance Improvement Team was recognized by the CCE with a California Team Excellence Award Bronze Level honor for their efforts in designing and implementing operational process improvements in the DDJC Freight Terminal.

The CAPE Eureka Award is the California equivalent to the Malcolm Baldrige National Quality Award, and uses the same 233 questions found in the Baldrige Criteria to examine and evaluate organizations based on mission, processes, continuous improvements, and results achieved.

The recognition is based on a 50-page application that examines: leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; human resources; process management; and business results. Eight CAPE examiners visited DDJC in October to validate the processes and results described in the application.

Numerous strengths were cited by the examination team in each of the criteria categories, including the fact that DDJC is providing continuously higher quality, faster support to our military services and increasing our efficiency and effectiveness in our utilization of resources, while improving employee satisfaction. Also noted was the support that DDJC provides to the community through various contribution mechanisms, emergency services mutual aid, and environmental stewardship.

Although numerous military organizations have competed over the years, DDJC is the first to have reached the Silver Level in the Military Category of the CAPE Program.

“This type of recognition is a huge accomplishment for DDJC and validation by an outside agency that our performance is strong and continually improving,” said COL Doug Serrano, USA, DDJC Commander.

“The CAPE application and review process by the CCE judges is the best, most cost-effective and comprehensive business health audit you can get. Hundreds of California organizations have found the criteria to be a significant tool for improving performance on the critical factors that drive their overall success,” COL Serrano said.

The California Team Excellence Award competition recognizes teams for problem solving techniques, cost savings, product

development, and innovation. The recognition is based on a 25-minute live presentation to a panel of judges which evaluates 37 criteria items that include: situation analysis, solution development, project implementation, stakeholder impact, and team management.

The 10-member DDJC Performance Improvement Team is composed of employees involved in actual distribution operations to include driving forklifts, preparing and shipping stock. The Performance Improvement Team employed LEAN methodologies in DDJC’s Freight Terminal to earn the Bronze Level team recognition from the CCE. Process improvements focused on the elimination of non-value added steps, as well as improvement in quality in terms of the reduction of shipments containing defects, lost paperwork and wrong stock. These efforts resulted in a 40 percent increase in truck capacity utilization and an average reduction of shipment processing time by two hours.

“This competition highlights the importance and contribution of work teams to California based organizations,” said Tom Hinton, CCE President and CEO. “As management shifts more responsibility to front-line employees, we will see a growth in work teams because they are a proven approach to solving problems, reducing costs, and fostering innovation in the workplace.”

DDJC will be presented the awards in April, during the annual CCE Awards Recognition Ceremony in Irvine, Calif.



The DDJC Performance Improvement Team earned a bronze level award from the California Council for Excellence for their efforts in designing and implementing LEAN process improvements in the Freight Terminal. The team, from left to right, included Matt Messick, Tony Miele, Cora Guthrie, Laurie Beach, Sharri Wise, Shad Winter, Robert Reyes, Dan Monk, Joyce Uhl, and Lori Miller.