

Distribution Center Corpus Christi, Texas

DELIVERMAN and the "Duke" Improve Performance at DDCT

A small portable printer worn by the operator and a hand-held device called the "Duke" have been implemented and are sure to improve workload processing at DDCT.

As a part of its distribution mission, the Defense Distribution Depot Corpus Christi (DDCT) provides delivery of aircraft components and related materiel to shops scattered throughout the facilities of its primary customer, the Corpus Christi Army Depot (CCAD). Ensuring that the right item gets to the right place, at the right time, in the most efficient and effective manner possible, contributes immensely to providing best value solutions for America's warfighters.



In the past, DDCT personnel would receive the components, or pull them from storage locations, stage the items for delivery, manually develop manifests and deliver the materiel to the shops where CCAD personnel would sign for the deliveries. Theoretically, this would be verification that the components were received by the shop. In practice, the need for a better verification method was seen when questions of apparent discrepancies surfaced. The first innovation was a

fairly simple Microsoft Access program which permitted input of individual document numbers and stock numbers being delivered to a given shop to a database and then printing out a manifest. The printed manifest would travel with the delivery to the shop. While this was certainly an improvement from what had been done in the past, it was still a cumbersome process. To create the manifest, items for particular



delivery points were grouped together on the shipping floor. They then had to be moved again to a fixed workstation with a tethered scanner so that they could be entered in the database. At the delivery point someone had to do an inventory using the manifest to insure that all items were actually delivered. Since the manifest was not sorted in any particular order, and sometimes consisted of several pages, it was difficult and time consuming to find each specific item on the list.

The DDCT Commander challenged his operations personnel and information technology contractor to jointly develop a system that dramatically enhanced verification of deliveries and at the same time, would reduce time and manpower requirements for the delivery process. The system would have to meet four criteria: (1) Must be self-contained and completely untethered; (2) Must have barcode scanning capability; (3) Must be able to print a delivery manifest at the point of delivery; and (4) Must have download capability to a companion database that could be queried and produce

reports to resolve customer inquiries.

The DDCT solution is called the DELIVERMAN (Delivery Verification Manifest) System and is comprised of a small portable printer worn by the operator and a battery-operated hand-held device, dubbed the 'DUKE Gun', an acronym standing for 'Delivery Unit Keyboard Entry' as well as identifying its programmer and designer, Duke Earwood. This device utilizes a keypad for manual input, a laser scanner for barcode input and has a printer port. It is programmable and can be placed in a cradle for uploading or downloading data.

With the 'DUKE Gun', the delivery process is streamlined from start to finish. Items are loaded on the delivery vehicles directly from the line in groups that will be delivered to their respective delivery points. When the driver arrives at each delivery point, pertinent delivery data such as the driver's ID, the delivery point, and the receiver's name are entered into the 'Gun'. Delivery data is maintained in an internal database which can be updated on the 'fly' in case new delivery points

or customer names need to be added. The date and time of delivery, as well as the time spent at each location are captured automatically. As each item is removed from the trailer, it is scanned. The 'Gun' verifies through codes within the document that the item is indeed for that particular delivery point and signals if there is a discrepancy or a duplicate scan. When all items have been scanned, the driver prints two copies of the manifest. One is signed by the customer and retained by the driver. The other is provided to the customer. With this process, most questions about what was actually delivered are eliminated. Data is downloaded to a master database which may then be queried to resolve any remaining questions about the deliveries.

The 'DUKE Gun' has significantly reduced delivery times and costs, while simultaneously increasing customer satisfaction and DDCT's ability to respond to customer inquiries. Plans are in the works to extend its use to other inventory and database needs.



Operation Paintbrush: DDCT Employees Working Together

'Operation Paintbrush' is a community action program started in Corpus Christi, Texas in 1985 for the purpose of painting homes of low income, elderly, and handicapped persons. The program was launched after it was noticed that millions of dollars were being spent on grants to repair streets but the houses along those streets were in disrepair. Volunteer teams from civic organizations, churches, businesses and government agencies are each assigned a home which has been approved for the program. This year's goal was to paint 100 homes. Defense Distribution Depot Corpus Christi, for the fifth consecutive year, participated in this worthwhile project on June 3rd. A team of twenty depot employees and five family members, armed with sandpaper, paint, brushes (all donated by area merchants), and lawn equipment converged on their assigned house that Saturday morning. The spirit of both community service and teamwork transformed the day's task into a party like atmosphere. While most of the team members scraped and painted the house, others did minor repair work and yardwork. The result, as pictured above, is a home both the owners and the team from DDCT can be proud of.

Distribution Center Corpus Christi Holds Safety Day Observance

DDCT held a Safety Stand Down in June, with the focus on personal health and safety. DDCT Commander, LTC Douglas Serrano addressed the employees, stressing the need for all personnel to take ownership and responsibility for ensuring that their work place is a safe and healthy one. LTC Serrano expressed his commitment to address any and all safety concerns brought to his attention. In addition, the depot had a chance to review the status of the implementation of safety suggestions from last year's safety day program.

A Heart Survey Team from a local hospital conducted cardiovascular and diabetes screenings for all depot employees who expressed interest. In all, 71 employees participated in the screening for the primary risk factors associated with heart disease and diabetes. Markers for these conditions are blood pressure, cholesterol, weight, percentage of body fat to total weight, blood sugar and personal history and habits. Employees were counseled on

ways to change their habits to reduce or eliminate some of the risk factors. As a result of the depot screenings, 12 employees were referred to their personal physicians for follow-up care.

In addition to the personal health and safety aspects of the day, there was an additional bonus. A meteorologist from the National Weather Service gave a presentation on hurricanes and how everyone can prepare for them. This was followed by a talk by the DDCT Disaster Preparedness Officer with specific information about DDCT's disaster plan.

There was also a safety poster contest with 10 entries submitted. All entries were of high caliber and covered topics from general safety awareness to material handling equipment safety. The judging was very competitive, with two posters tying for third place. The first place poster is pictured below.

DDCT SAFETY POSTER CONTEST



WINNER!