

DDC and DSCP Partnership to Enhance Customer Support Services

By: Denise Parker, DDC Call Center

One of the many goals of the Defense Distribution Center (DDC), headquartered in New Cumberland, PA, is to enhance and increase Customer Support Services (CSS) in order to meet customer service standards for today and tomorrow. The DDC goal for customer support is a highly automated and interactive, fluid environment where communication with customers is continuous. This communication includes data exchanges between industry and government agencies, organizations, and firms. The integration of numerous systems and requirements for data feeds is identified and continuously evolving to meet customer satisfaction expectations. This exchange also occurs between the DLA Centers in order to provide the best service possible to all of DLA's Customers.

The Defense Supply Center Philadelphia (DSCP) is also continually enhancing and increasing their Customer Support Services, and as part of their overall plan, DSCP requested DDC partner with their organization to consolidate Call Center Services at the DDC. Both organizations agreed that this consolidation would better serve the DLA customer base. DSCP developed a scope of work and the DDC prepared a proposal to accomplish the work. The most critical steps to ensure a successful migration of work were to establish the organization, set parameters for the distribution of workload. Additionally, DDC and DSCP identified how problems would be solved between organizations, began a detailed cross-training program, tested system capabilities, and secured any necessary equipment and workspace.

DSCP and DDC conducted a six week cross-training program where employees worked on site in Philadelphia and then DSCP assisted the DDC at New Cumberland as operations went live. Both organizations participated in the planning and the actual migration of the DSCP Call Center Services to the DDC. The migration of work began in October 2000 and was completed in February 2001.

DSCP and DDC continue to hold discussions on how to change services to better serve the customer and both

organizations host on site quarterly meetings to exchange ideas. The benefits of this migration of workload is paying off in huge dividends for both DLA and the two Centers as is evident through customer feedback. The plan included the migration of approximately 20,000 monthly calls and customer contacts from Philadelphia to the DDC. Prior to the migration of workload the DDC answered approximately 10,000 calls and customer contacts per month. Today DDC handles between 25,000 and 35,000 calls or customer contacts per month, or 300,000 - 420,000 annual inquiries for service, the highest volume within DLA.

The second benefit of the migration of workload from DSCP to DDC came from streamlining current processes. This required minimal staff increases to accomplish the new DSCP workload. DSCP concurrently began to integrate their resources back into the commodity business units and this move enabled DSCP to order more materiel faster, satisfying customer demand faster. There were no negative impacts to staffing at either organization, only enhancements to services provided to the field.

As part of the plan to provide better service, the DDC waited 60 days after the complete migration of workload to gauge peak production hours and identify weaknesses. Once this review was completed, all employee hours and shifts were adjusted and employees were realigned, training plans were developed and individual development plans were drafted for each employee. DDC has been under the new schedule for about 2 months and the number of calls that don't get any answer is less than 3 per 1,000, proving that when customers contact us they are receiving assistance. DDC has also been training Call Center staff intensively since May of 2001 and a very aggressive training plan continues through 2002.

This merger has resulted in increased customer satisfaction and has proven a successful partnership between DDC and DSCP. DSCP has seen a 100% increase in call center customer service levels since the transfer to DDC.

As the lead center for distribution, it is a natural fit for the DDC staff to handle the bulk of the responses relating to the distribution pipeline. The DDC has 22 distribution centers located throughout the world and operates the two large consolidation and containerization points on both the East and West Coasts, where most vendor provided materiel is transhipped to Overseas locations.

The Call Center can order, modify, cancel, track, and most importantly expedite materiel orders for customers easily from anywhere in the world. The center also provides stock balance information, works with DoD/Federal Agencies, Contractors, distribution centers, and interfaces with and provides answers to DLA Customer Services Representatives and DLA Liaison Officers. The Call Center provides MILSTRIP assistance,



Dot Napolitano and Harold Snelbaker review customer inquiries at the DDC Call Center.



Rick Boldosser and Deb Hall discuss customer questions at the DDC Call Center.

stock availability, shelf life, packing and packaging information, accepts supply discrepancy reports, handles customer address changes, coordinates special shipping instructions, and provides general customer information. The Call Center also has agents that participate in exercises and go on site to train customers in the use of system inquiries including how to use the Distribution Standard System (DSS). The Call Center Agents utilize numerous systems, both government and commercial, on a daily basis to answer inquiries and requests.

The DDC Call Center is operational 365 days per year, 24 hours per day. The Call Center provides additional coverage for communicating critical information or handling tracking and expediting of materiel during exercises or disasters.

You can reach the Call Center by using the Agency toll free number, 1-877-DLA-Call, option #2, or dial direct at (717) 770-6192 or DSN 977-6192, and email, HYPERLINK mail to: ddccallcenter@ddc.dla.mil ddccallcenter@ddc.dla.mil. All Customer requests are turned around within 24 hours of receipt, and are either answered, or a status is provided as to what actions are being taken to resolve the issue.

Eduardo Canales Named DLA Employee of the Quarter, 2nd Quarter 2001

Corpus Christi, TX — Eduardo Canales, a Warehouse/Forklift Operator at Defense Distribution Depot Corpus Christi, Texas (DDCT), has been selected as DLA Employee of the Quarter, Second Quarter 2001.

On May 21, 2001, Mr. Canales was acknowledged before his co-workers and presented with the DDCT Employee of the 2nd Quarter Award as well as the Defense Distribution Center (DDC) Employee of the 2nd Quarter Award.

Canales began his federal career in 1980, after serving in the U.S. Army. First hired as a laborer, he was quickly promoted to Warehouse/Forklift Operator. Mr. Canales works in the Depot Operations Division, Storage Branch. In one of the storage facilities the aisles are very narrow and storage racks are high, where he operates a 20-foot and a 40-foot man-up stock selector. Mr. Canales provides on the job training and cross trains inventory and other personnel on high rise equipment. This training is used to add Materials Handling Equipment (MHE) to their license.

Mr. Canales also trains Army National Guard and Reserve soldiers on equipment operation, and in the use of the Distribution Standard System (DSS), during the National Guard's annual training. Mr. Canales' supervisor routinely receives positive feedback that Mr. Canales is a very safe and expert trainer.

Canales is known for his willingness to step forward and take charge whenever needed. His constant vigilance to location accuracy, on-time stows, and issues has helped enhanced DDCT performance and keep it improving. During

Mr. Canales' career, he has received several special service awards and has often served as temporary Work Leader.

Eduardo Canales was born in 1952, in Corpus Christi, Texas to Juventino and Ramona Canales. He was the first of his seven brothers and sisters to graduate from High School. He was also the first to join the United States Army and served for two years during the Vietnam era.

After serving his country in the Army, he met and married Miss Palmira Torres (Pam) and they have been married for 24 years. They had three children and besides being a husband, father and grandfather, he is also his wife's best friend. His hobbies are fishing and playing with his grandson whenever time permits.



DDCT Employee of the Quarter.