

Service, integrity foundation for customer relationships: CSO-N opens for business

The Defense Logistics Agency Human Resources Operations Center and the six DLA Human Resources Offices are in the midst of a major transformation into the DLA Human Resources Center. The DHRC will have customer support offices in Columbus, Ohio, and New Cumberland, Pa., in addition to the DLA Training Center in Columbus.

As part of this transformation, the Document Automation & Production Service was Customer Support Office-New Cumberland's first customer, followed by the Defense Distribution Center and the Defense National Stockpile Center. The next two customers to transition will be the Defense Reutilization and Marketing Service and Defense Logistics Information Service in February. The official stand-up date for CSO-New Cumberland was June 2.

"We are happy to be supporting our first few customers," said Paul Okum, the director in New Cumberland. "They are all challenging because of their geographically diverse locations, but we are working to make the transition as smooth as possible."

CSO-New Cumberland is a full-service human resource facility for DAPS, DNSC and DDC and will provide the same for DRMS and DLIS early next year. CSO-New Cumberland is providing staffing and classification services, employee and labor relations services, while also handling the Employee Assistance Program, awards, performance management, overseas entitlements, benefits, travel and permanent change of station travel services.

CSO-New Cumberland and its counterpart, CSO-Columbus, have established high standards of service for their customers and measurements to ensure those standards are met. Okum has committed to meeting the strict standards for processing every action. "DLA's employees are our most important asset," Okum said. "The CSO-New Cumberland staff is committed to giving a level of service that demonstrates that."

"DAPS employees are stationed around the world engaged in vital work keeping commitments to our customers throughout [the Department of Defense]," said Steve Sherman, DAPS director. "The metrics CSO-N has committed to will assist in our accomplishment of our mission."

"The new relationship is already working well," Sherman said. "There has clearly been an investment in improvements for the future."

DAPS is reorganizing as a result of an Office of Management and Budget A-76 public-private competition that was won by the employees of DAPS, organized into their Most Efficient Organization. This reorganization requires a great deal of human resource support, and CSO-N has been working with the affected DAPS employees and supervisors.



Paul Okum, CSO-N Director, and Mike Wlzlak, DAPS Customer Account Manager, discuss DAPS personnel issues.

"DNSC is no stranger to CSO-New Cumberland since they have provided support to our field offices for many years; and we expect the same excellence, professionalism and high level of customer service to continue," said Richard Connelly, DNSC administrator. "In the short time the employees at headquarters have been serviced by CSO-New Cumberland they've already demonstrated their ongoing abilities in these areas."

CSO-New Cumberland is building into the organization the ability to promote lasting, valued relationships with its customers and relationships based on honesty, credibility, respect and fairness.

"Every DLA employee is focused on excellence in customer service," Okum said. "For CSO-New Cumberland, our customers are our No. 1 priority, and we are absolutely committed to professionalism, quality and teamwork."

Both CSO-New Cumberland and CSO-Columbus will routinely call customers for feedback to ensure service was timely and satisfactory.

CSO-New Cumberland staff meet regularly with DAPS and DNSC management and supervisors to ensure all HR needs are being met as quickly and efficiently as possible.

Mike Wlzlak is the customer account manager for DAPS, DLIS, DRMS and DNSC, while Judy Bitner is the DDC customer account manager. For more information, contact your CAM: Wlzlak can be reached at (717) 770-4018. Bitner can be reached at (717) 770-8461.