



DLA Transforming Operations

In August 2002, the Secretary of Defense said that transforming the Defense Department is as important to the success of the global war on terrorism as other steps the military is taking to combat the threat.

To further that transformation, in June 2003 Defense Logistics Agency Director VADM Keith W. Lippert, SC, USN, announced a realignment of the DLA organizational structure. As a result, functional field chiefs in Financial Operations, Information Technology and Support Services areas will report to the J-8, J-6, and DSS directors at DLA headquarters; and a new Customer Operations Directorate known as J-4, will be established at DLA headquarters.

In addition, Defense Supply Center Columbus, Defense Supply Center Richmond, and the General and Industrial directorate at Defense Supply Center Philadelphia will be consolidated into a Weapon Systems Inventory Control Point. Also at DSCP, the Medical, Subsistence, Construction and Clothing and Textile directorates will become a Troop Support Inventory Control Point.

VADM Lippert has carefully considered all the recommendations regarding the alignment of our Agency to best position ourselves for continued success as we transform to better support the Warfighter.

His decision was made in the context of our single enterprise transformation strategy, and the new business model processes which will be available to us under Business Systems Modernization.

VADM Lippert and I firmly believe these organizational realignment actions will best position DLA and DDC for the future. He believes, as I do, that it is very important to make our own decisions concerning the future of the Agency, rather than waiting for decisions to be mandated.

The first visible change in DLA involves operationalizing field level functions in Financial Operations, Information Technology and Support Services areas, so that one organization will provide equal or better services to customers through centralized and standardized processes with improved efficiency and reduced cost. Starting in July, the field chiefs in these areas began reporting to the DLA headquarters directorates. But know that now these folks have two bosses, someone at DLA HQ and me.

The target date for completing the shift of functions is July 2004. During the transition, headquarters personnel will be

coordinating with DDC and all the DLA field commanders (i.e. DSCP, DSCC, DSCR, DAPS, DLIS, DRMS) to develop business rules and level of service agreements to ensure continuation of support levels. DDC has developed a team to work through our issues of transformation. They will report to Mrs. Campbell and me regularly. And we will report to you.

If you have any questions or concerns about the transformation, please provide them to Chuck Massic or Judi Bitner in our Customer Support Office. They will gather all questions and help in responding to them. You can reach Chuck by email at chuck.massic@dla.mil or by phone at 717-770-5362. You can reach Judi at judith.bitner@dla.mil or by phone at 717-770-8461. If you have questions pertinent for the DLA Director's Open Forum satellite broadcast, please submit questions to polly.charbonneau@dla.mil.

The second stage of the DLA transformation will occur in October when the new Customer Operations Directorate (J-4) will be established. It will include the current Readiness and Customer Support Directorate (J-34) and the DLA Customer Operations Office (J-34) organizations, as well as DLA-Europe, DLA-Pacific, and the DLA Customer Support Representatives Integrated Office.

Among functions of the new J-4 will be leading transformation of Customer Relations Management; enabling readiness and sustainment through deeper insight into the Warfighter's requirements; improving Warfighter and international support and reduced costs; and expanding joint planning and DLA tactics, techniques, and procedures for contingencies. Plans call for the transition to be completed by December 2003.

While the changes to the Agency over the next two years will realign and integrate functions in order to continue providing critical logistics support to America's Armed Forces, I know that you may have concerns about the future. It is likely that this realignment will result in a number of personnel reductions throughout the agency. Be assured that DLA and DDC will utilize all available flexibilities and options to minimize adverse impact on our employees.

VADM Lippert and I sincerely appreciate the professionalism and support you have provided as we navigated our way through previous challenges - DDC is no stranger to change. Your support of Operations Enduring and Iraqi Freedom has been spectacular. I look forward to your continued support.