

# Information Events Take the Mystery Out of BSM

A key element to the successful implementation of business systems modernization is keeping employees informed, according to the Defense Distribution Center Deputy Commander. This includes information about how the BSM effort is unfolding as well as how BSM will help Defense Logistics Agency transform itself to become even more efficient and customer-focused.

Various techniques, including articles and a BSM web page, are being used to share BSM information. Additionally, each of the DLA sites involved in the concept demo — Defense Supply Center Columbus, Defense Supply Center Philadelphia, Defense Supply Center Richmond, DDC and DLA Headquarters — has conducted face-to-face information events that include an opportunity for questions and answers. The format for these sessions varies based on a variety of factors. Sometimes large events such as town halls or open forums are used. Other times, smaller targeted groups are the primary audience.

For example, DDC has used the latter to “spread the BSM word” as well as to get employee feedback. Thus far, about 25 information sessions have been conducted involving 75 percent of the DDC headquarters staff. Several more sessions are planned to include second- and third-shift and

weekend employees. Each session has lasted about an hour and provides a brief history and general information on BSM. Discussion is encouraged, questions are noted and answers researched and then posted to the DDC BSM web page.

“You hear all these acronyms: BSM, COTS, SAP— it was great to get a comprehensive explanation of where DDC and DLA are going to continue to provide exceptional customer service,” said one DDC attendee.

“Although most employees have heard of BSM, these sessions are a great opportunity to find out more about the BSM program in general; specifics of the concept demo or ‘Release 1’ of BSM planned for the fourth quarter of fiscal year 2002; and how one’s particular organizational unit might be impacted or involved,” said Phyllis C. Campbell, DDC Deputy Commander.

“To implement cutting-edge software and world-class business practices,” Campbell said, “we must live up to our commitment to provide DLA employees with the appropriate tools. Certainly, that includes providing timely, consistent and reliable information. These information events conducted at the various sites are a vital component in the BSM communication efforts.”



*Pete Uballe of the DDC talks with the staff about BSM.*

*DDC staff members attend informational sessions about BSM.*

