

DDDC Holds Customer Service Forum

By LTJG Grace Park

Defense Distribution Depot San Diego, Calif. (DDDC), in conjunction with the Fleet and Industrial Supply Center San Diego, hosted a Regional Customer Service Forum. Attended by personnel from more than 40 afloat and ashore commands, the purpose of the forum was to familiarize local customers with distribution operations and to inform them of the services DDDC can provide. Customers also had an opportunity to meet with members of the Labat-Anderson staff who are contracted to operate the distribution center.

Following an overview of distribution operations by Greg Mednick, DDDC's Deputy Commander, attendees toured the depot's Material Processing Center (MPC) and Emergency Support Operations Center (ESOC). Dennis Karnousky, Labat-Anderson's lead for the MPC, conducted a tour of the MPC storage areas and



Customers tour DDDC during the Customer Service Forum.

explained various sortation and delivery options available to customers. Of special benefit to the customers, Karnousky was able to identify specific actions that customers could take to ensure timely and accurate delivery of material. This included ensuring that vendors include critical

shipping information on open purchase material and that they communicate early with DDDC personnel when hot shipments are due in.

The forum provided a valuable exchange of information between DDDC and its customers while at the same time giving customers a "behind the scenes" look at how DLA supports the Warfighter. DDDC Commander CAPT Frank Lindell, SC, USN, summed up the day's activities.

"DDDC was happy to host this forum and provide a venue where DDDC and its customers could exchange information, concerns and ideas frankly. The results of today's meeting will be improved communication and better support to our Warfighters."

DDCT Provides Airlift Support

By Danny Kolb, DDCT

"DDCT is unique." We've all heard that over and over. But just what makes us unique? Location! Location! Location!

First, we are located next door to our primary customer which happens to be the world's largest depot level helicopter repair facility.

Second, we are located on a Naval Air Station, a block away from an airfield capable of handling the Air Mobility Command's (AMC) largest transport aircraft.

These two factors together provide our depot with the opportunity to perform unique services in support of Operation Iraqi Freedom and other military operations worldwide. One such service is airlift support for helicopters coming to and from maintenance programs.

Showing obvious signs of recent service in Iraq, a primary service provided by DDCT is airlift support for helicopters coming to and from maintenance programs.



DDCT employees unload an AH-64 Apache helicopter from an AMC C-5 plane.

