

DDJF Pins One On to Decrease Denial Rate

Supervisors at Defense Distribution Depot Jacksonville, FL (DDJF) have begun distributing pins that read “No Denials” to all employees as a token reminder to be constantly aware of using good processing practices in order to reduce the depot’s denial rate.

Some of the actions DDJF hopes will be impacted by the use of the pins include verifying that picks and counts are correct, ensuring that the right codes are used, double checking packing and shipping information and using proper labels.

This new initiative, however, does not mean that DDJF employees should not be processing any denials said DDJF Commander CDR Steven Ellis, SC, USN. The emphasis is being placed on reducing the causes of the situations that create inventory and location inaccuracies that may result in a warehouse denial. “We were very clear in

our message to our employees that we do not want them to avoid a denial when it is the correct thing to do,” CDR

Ellis said. “We are monitoring this new initiative closely to ensure that we do not see an increase in Supply Discrepancy Reports (SDRs) which could indicate that we are taking inappropriate actions to avoid the denial.

Since the interim government organization (IGO) assumed operations in May 2003, DDJF has seen a gradual

decline in the denial rate from 1.08 percent in May 2003 to .28 percent by the end of December 2003. When CDR Ellis noticed that the denial rate jumped to .37 percent in January 2004, he took action immediately. “We felt that the pins would serve as a daily reminder to employees of how important it is to pay close attention to detail in order to maintain the lower denial rate and to continue to improve overall inventory accuracy.”



DDJF employees proudly wear their No Denials pins. Pictured above: Joseph Cox, Johnny Singletary and Miguel. Pictured below: Stanley Hardeman, Oscar Wilson, Fredrick Jordan and Alex Carrion.



DDRT Increases Efficiency by Expanding Data Sharing

Defense Distribution Depot Red River, Texas (DDRT), is increasing efficiency by optimizing the use of shared data.

Most departments in DDRT’s Major End Items Division develop spreadsheets, databases and other documents to track the equipment through the process of receipt, storage and issue. “When one organization develops a spreadsheet or database that

contains data elements of potential value to other organizations, the spreadsheet or database is placed on the local network where all interested users have access,” said DDRT Deputy Commander Kirk Zachry.

Due to the nature of some of the data, some of the files are protected by passwords to prevent unauthorized viewing or data changes.

“Our emphasis is on improved processes and customer service. By sharing these documents, we are making current data readily available. This has many benefits including faster response time, and it also eliminates wasted time by reducing redundancy,” said Zachry.