

Defense Distribution Depot Corpus Christi, Texas

SWAT TEAMS AND WOLF PACKS

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SWAT Teams and WOLF Packs — the processes in use at Defense Distribution Depot Corpus Christi, Texas (DDCT) make it sound like a dangerous place to work. In fact, those processes make DDCT a very safe and amazingly efficient workplace.

DDCT serves as the primary wholesale distribution point for major components to support helicopter repair missions for DoD and Foreign Military Sales customers worldwide. Its mission is to receive, store, pack, preserve, issue and arrange transportation for assigned supplies and equipment. Items processed include repair parts for small aircraft and helicopters, avionics, electronics, industrial, petroleum, chemical, radioactive and other materials.

The SWAT Team is the Special Work Action Team, a revolving teams of eight from every division. SWAT personnel are cross-trained in every department and deploy in two teams of four every day. Their focus is determined by daily surge requirements. If there is no surge requirement, they perform their regular pre-assigned functions. SWAT team members rotate at least every 180 days.

The WOLF pack is Working On Logistics Fidelity. Some of the best employees from four divisions were selected and sent



SWAT team member, Mike Faison.

DDCT management and employees are constantly re-inventing and re-engineering their processes to meet the distribution needs of their customers. This re-invention has taken several forms over the last few years.



WOLF pack members, Robert Graham and Frank Jacinto.



WOLF pack members, Luis Gutierrez and Glenn Rogers.

methodically to every area in DDCT to fix whatever was broken. If something was improperly stacked, they re-stacked, improperly counted, they re-counted, improperly packaged, they re-packaged. Inventory accuracy rose more than 10%, a multi-million dollar improvement.

Smart thinking led to the transformation of approximately two dozen locations into several hundred locations. Thus using the same space better for fast moving items. This also reduced spatial requirements in other parts of DDCT warehouses and reduces overall handling.

This inspection, movement, and packaging required as many as ten different movements of these extremely heavy aviation components. DDCT management and employees realized they had some space that could be used to house these components for longer periods of time if used correctly. However that space was occupied by some old shelving. DDCT “self-contracted” the removal of the shelves, saving money on the shelves dismemberment and, most importantly freeing up space that could be used for the aviation components. Once

the space was available, DDCT cut handling of these heavy components by two-thirds.

DDCT also provides local delivery services to designated customers.

Throughout the workday, orders are filled and grouped for various customers. Previously these orders were gathered in large plastic totes and the totes were placed on delivery vehicles. DDCT management and employees realized plastic mail bags serve the same purpose of grouping, but take up less space and allow for closure to protect orders from wind (a major factor in Corpus Christi) and weather.

While improving service to customers is DDCT’s number one priority, improving working conditions, employee morale, and the community are also priorities. To that end, DDCT developed an Employee Action Committee (EAC). This revolving group of more than a dozen volunteers from all divisions coordinates DDCT’s participation in holiday and special events, like Operation Paintbrush. DDCT is a regular participant in this community-wide effort to improve housing for disadvantaged Corpus Christi residents.



WOLF pack member Patty Maldonado.



SWAT team member, Helen Ortiz.

Taken together, these innovations and the hard work of employee teams improved processing time and substantially reduced the number of people required to do the work.

DDCT Commander, LTC Velazquez said of the organization, “This is an extremely well functioning organization. The pride and respect I have for the people here is immeasurable.”



SWAT team member, Robert Zepeda.



Two SWAT team members, Johnny Contreras and Santos Gomez.



Robert Graham, Frank Jacinto, Luis Gutierrez, Patty Maldonado and Glenn Rogers, the DDCT WOLF pack.