

Focus on the Customer

DDC Commanders Meet for Conference about Quality and Service



DDC's 22 Commanders, Deputies, and key staff participate in discussions about customer service, financial stewardship, and preparing for the future of DLA and DDC.

Defense Distribution Center (DDC) Commanders and deputies from the 22 worldwide distribution centers gathered in Harrisburg, PA, for two days of training and informational briefings focusing primarily on customer service.

The group was led by the outgoing DDC Commander, BG James Pillsbury, USA, and was given the opportunity to meet the new DDC Commander, COL (P) Kathleen Gainey, USA.

A highlight of the conference was an informational briefing by George Allen, Deputy Commander, Defense Supply Center Philadelphia (DSCP). Allen presented the perspective of an inventory control point customer.

Karen Mantyla of QuietPower, Inc., began the conference with a communications training session to heighten awareness and improve briefing and participation techniques during regular video teleconferences (VTC).



Mike Yost, DDC BSM Office, updates DDC Commanders and Staff on DLA's Key Performance Indicators.

"DDC is committed to keeping all our employees trained," said BG Pillsbury, "and there is no more important training than effective communications."

DDC has steadily reduced the number of injuries occurring at work over the last several years. DDC Safety Division Chief Dave Mack updated the Commanders on the latest safety and health information.

Tony DeVito, DDC Logistics Operations Division, discussed the "hub and spoke" concept of distribution and impact of this new distribution network and the roles of the 22 distribution centers.



Ed Pigeon, The Results Company, discusses Noble Leadership, choosing service over self.

Michael Yost provided the team with Business Systems Modernization (BSM) and Distribution Planning and Management System (DPMS) updates. "BSM and DPMS will revolutionize the way DLA and DDC do business," said Yost. "Our 22 Commanders are very often the face to our customers, they are pivotal in our future and we need to provide them the tools to ensure success." The conference coincided with "go live" for BSM and was an excellent forum for discussing the new BSM environment at DLA.

DDC Strategic Plans Directorate provided information on the Configured Load mission in support of the Army. Scott Rosbaugh, Strategic Plans Deputy, explained the program and current plans for it.

Marian Ryan, DDC Financial Operations discussed government travel card responsibilities and actions to be taken. Across the entire federal government use and abuse of government travel cards is under strict scrutiny. Ryan provided the DDC Commanders with information and tools to ensure their employees are using the cards correctly.

Ed Pidgeon, The Results Company, led a discussion of "Noble Leadership" which enables people to choose service