

DDDE Demonstrates Employees' Impact on Inventory Accuracy

One of the Defense Distribution Center's (DDC) inventory integrity improvement initiatives is the cross training of employees at each distribution center to demonstrate how their individual roles can have an immense impact on inventory accuracy. "This program shows employees how their actions directly impact the Warfighter," said Janet Cravener, DDC's Chief of Distribution Operations.

At Defense Distribution Depot Europe (DDDE), the cross training exercises have been particularly successful. "Thanks to this program, DDDE has exceeded all the goals established for each inventory accuracy category," said DDDE Commander LTC Douglas Nomura, USA.

The two-week training at DDDE gives the employees a basic understanding of the inventory process including receipts, stows, picks, packs and issues. From this employees gain a better understanding of how one error can throw off the entire system. "I learned that if materiel is inducted wrong and Issue picks it wrong, it has a resounding effect on the inventory accuracy at the depot," said Dianna Jackson of DDDE's Issue Division.

DDDE established the training program with two phases. Phase One focused on communicating the inventory accuracy goals to each employee. DDDE employees were also given access to a reporting system that provides information on each incident that impacts inventory accuracy including a description of the event, the employee numbers of those involved, the effect

Winston Paul, Chief of the Issue/Transportation Division at DDDE, developed the training program along with other DDDE Division Chiefs Ed Kopsick, Deb McBeath and Vernon Grant.



on accuracy and the resources expended to correct the problem. "Because of this system, the employees were 'infected' with doing the job correctly," said Winston Paul, DDDE's Chief of the Issue/Transportation Division. In Phase Two, employees were cross trained in each functional area including Receiving, Inventory, Issue and Transportation.

Since DDDE began the training program in April 2002, approximately 80 employees have completed the program. "We have received a lot of positive feedback about this cross training program from our employees, and we are very pleased with the results," said LTC Nomura.

DDDE Spotlight on Receiving Division

By Edward Kopsick, DDDE Distribution Facilities Manager

We can talk about working as a team, but do we really practice it? The government is built on the foundation of teamwork-E Pluribus Unum, "Out of many, one"—and so is Defense Distribution Depot Europe (DDDE).

Darryl Byrd, Material Handler Leader, asks the employees on second shift in the DDDE Receiving Division to set aside any bad attitudes or gripes with co-workers, and concentrate on providing top quality customer service to the Warfighter.

"The DDDE Receiving Division is doing an outstanding job," said LTC Douglas Nomura, USA, DDDE Commander. "They are true team players making DDDE better everyday."

Babe Ruth said, "The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."



DDDE Receiving Division—true team players.