

On the Frontlines of BSM: DDC Accountable Officers

The Defense Distribution Center (DDC) is committed to training and constantly investing in the future. Some of the DDC staff on the frontlines of Business Systems Modernization (BSM) are the DDC Accountable Officers (AO). The DDC AOs are located at each of the 22 worldwide distribution centers and are focused on capturing and maintaining scrupulous inventory accuracy.

All the DDC AOs have inquiry capability into SAP—one of the software components for BSM Concept Demo. The AOs are providing a vital level of support by validating that the data for those NSNs, which are part of BSM Concept Demo, were properly converted to SAP. This validation is absolutely essential to BSM operating as designed.



Denise Kurtz, DDC Inventory Control Program, talks with the DDC AOs.



DDC AOs receive recognition for participating in the BSM Concept Demo.

The AOs will have a similar data conversion role in future releases of BSM. They also have an ongoing role in insuring that DSS and SAP stock balances stay in synch and mirror each other, to include researching and resolving any discrepancies or inaccuracies that may arise.

To help prepare for their new BSM responsibilities, the AOs attended BSM training at the DDC Headquarters.

Corrine Jacox, DDWG Accountable Officer, echoed the sentiments of many of her colleagues regarding the training, “I found the class to be very informative. I was particularly

impressed with the visibility that the new software tools will afford us. BSM will be my first reference point in doing research to try to answer questions or solve problems.”

The new relationships being forged with BSM were of considerable interest to Jacox. She feels that sharing information, continual communication, and building relationships are critical; in fact, she has already touched base with the three DLA Customer Service Representatives (CSRs) located at Warner Robins. “I feel it is really important to understand how and where my role as an Accountable Officer fits in, and how I can do my part to help insure great customer service.”

All of the AOs have a strong background in inventory and distribution, which enable them to track and analyze location survey program effectiveness, customer complaints and inventory control effectiveness among other duties. This also makes them smart BSM users.

“We have learned a lot about tools that I can use to improve the inventory accuracy at DDYJ,” said Brent Thatcher, Defense Distribution Depot Yokosuka, Japan (DDYJ) AO. “It is so important to put our customers first and I believe inventory accuracy and BSM are helping us do that.”

