

subordinates, peers, and superiors for her professionalism, knowledge of contracting rules/regulations, devotion to streamlining operations, and fairness. As a result of her leadership and perseverance, the DDC Procurement Office has achieved a level of efficiency and effectiveness unsurpassed in DLA.

Accepting the acknowledgement, Ms. Dubose stated, "This is a credit to the entire procurement staff, who work very hard day in and day out to ensure that the DDC has the best procurement program."

Ms. Phyllis C. Campbell, SES, Ms. Merlene Dubose, and Ms. Claudia "Scottie" Knott, SES.



DDC Works to Improve Service to Deployed Customers

By Polly Charbonneau, DDC Command Affairs

Customer service is the number one priority for the Defense Distribution Center (DDC). One of the most important customers, and sometimes difficult to serve, is the deployed customer. When deployed, units may be away from regular communication channels and delivery routes and have special needs.

To improve service to DDC's deployed customers, DDC Headquarters staff visited Defense Distribution Depot Yokosuka, Japan (DDYJ) October 8th and 9th. Leading this site visit were Scott Rosbaugh, Deputy Director DDC Strategic Plans, and Tony DeVito Chief of Supply Management, DDC Logistics Operations. They were joined by CAPT Tim Ross, SC, USN, and CDR Deb Case, SC, USN, from DLA Headquarter's Business Development and Supply Chain Integration Division.

"The site visit was very productive," said DeVito, "I think we all gained an improved perspective on the hard work and dedication of the DDYJ workforce and how to better serve our deployed customers."

"We strive to partner with our customers," said CDR Scott Thon, DDYJ Commander, "and I think the benefits of that philosophy are seen in our customer relationships. The DDYJ staff knows how important their work is and they give 110 percent every time."

DDYJ is the largest DLA activity in the Pacific with military, U.S. Civil Service and Japanese employees. DDYJ is strategically located to provide joint logistic support throughout the Western Pacific, Indian Ocean and Persian Gulf areas of responsibility. It is centrally located and in close proximity to U.S. military and commercial lines of communication for ocean, surface and air cargo. DDYJ provides a full range of physical distribution support to all military U.S. services. Support is primarily provided to the ships including the carrier battle group homeported in Yokosuka, the Amphibious Readiness Group (ARG) homeported in Sasebo, and numerous U.S. naval vessels transiting the area.



DLA Headquarters staff, DDC staff, and DDYJ staff gathered to discuss improving service to deployed customers.