

DDSP Exchanges Ideas with Army Customers

By Sherre Mitten-Bell DDSP Public Affairs

A team from Defense Distribution Depot Susquehanna, Penn. (DDSP), visited four Army posts in October and November of 2003 to learn more about customer needs and how DDSP can deliver the best possible customer service.

The team included Stanley Kusmierczyk and Janice House of Consolidation & Containerization Point (CCP), Ron Sprout and Tim Connelly from Transportation, along with LT Adam Johnson, SC, USN, and MSgt Jimmy Dorsey, USMC. They toured Army posts in Ft Riley, Kan., Ft Stewart, Ga., Ft Bragg, N.C., and Ft Hood, Texas, where they shared ideas with the customers and provided hands-on training in packing, marking, shipping materiel, and CCP.

Through face-to-face communication with the customer, the team members were able to exchange ideas that will ultimately help the supplies reach the Warfighters in the most efficient and effective manner possible. "One of the ideas shared was the utilization of pure pallets and triwalls," said MSgt Dorsey. By communicating with the shipping activity, they learned that using pure pallets and triwalls is beneficial to both DDSP and the customer. A pure pallet or triwall contains the supplies ordered by only one customer, so it can be moved quickly through the distribution center and does not need to stop in multiple locations to be off loaded for several different customers, allowing the supplies to reach the Warfighters even faster.

DDCT Expands Customer Service

The Defense Distribution Depot Corpus Christi, Texas (DDCT), is collocated with the Corpus Christi Army Depot (CCAD), giving DDCT the opportunity to work closely with the CCAD, their primary customer. In an effort to continue meeting the needs of the CCAD's helicopter maintenance programs, DDCT has recently implemented a trendsetting kitting program for total parts packages and direct delivery to local maintenance shops. These new measures are assisting CCAD in its ongoing

efforts to cut costs and streamline their maintenance programs.

CCAD and DDCT work closely together to ensure CCAD has the tailored support they need for their "Lean-Line" production initiatives. The distribution center



Fluid is drained from the component.

recently entered into an agreement to provide the army depot another service-decanning and depreserving engines and transmissions prior to their induction into overhaul programs. Working in close coordination with CCAD program managers,

DDCT structures its efforts to correspond to the customer's induction schedule. On receipt of a Materiel Release Order (MRO), the component is picked from stock and

moved to a staging area. There, using specially designated lifting equipment, it is removed from the container, drained of fluids and placed on a customized transfer stand. The component is then manually delivered to the maintenance shop and continues on to the CCAD Can Shop for inspection and repair. "DDCT is focused on the customer, and we are excited to provide these tailored services," said LTC Shelia J-McClaney, USA, Commander, DDCT.

While this effort was originally intended to be a temporary service during CCAD's facility reconstruction project, the success in reducing customer wait time and cost will most likely make it permanent.



DDCT employees Colbert Rittgers (left) and Max Rodriguez (right) remove the component from the container.