

DDSP



Defense Distribution Center Susquehanna, Pennsylvania



RESPECT FOR PEOPLE
CUSTOMER FOCUS
CONTINUOUS IMPROVEMENT

2009 - 2013
BUSINESS PLAN



The Commander's Message about the Plan

DDSP is committed to providing timely and quality support to America's Armed Forces; we are a key link in the defense supply chain. The DDSP senior leadership has revised our business plan to ensure we remain aligned with the DLA Strategic Plan and the DLA Director's 2009 Guidance. This is our roadmap for the next few years; it is, however, built with enough flexibility to allow modifications as we travel toward the future.

All that we do fits within the framework of the DDSP Business Philosophy. Our Plan is built upon a foundation of principled leadership with the values of respect for people, customer focus and continuous improvement. We emphasize Safety, Quality, Performance and Culture Improvement, and are committed to developing the DDSP Team, aligning the systems with which we work and embracing a philosophy of continuous improvement.

In highlighting our Vision, not only are we seeking to be the distribution services provider of choice (the best in DOD), but our quest is also to be the employer of choice. DDSP strives to be a place where people are respected, where employees find their jobs meaningful and where there are opportunities for growth and advancement. In doing so, we pursue our core values of Respect for People, Customer Focus, and Continuous Improvement... we should all live and work by these values.

Please take the time to read and understand the goals and objectives designed to help us accomplish our Mission effectively and to achieve our Vision, as well as the three highlighted objectives where we will place our focus in the coming year. Ask questions if you would like clarification. Engage your leadership in dialog if you have an idea or wish to discuss our priorities. We need the entire Team to reach our destination.

The Business Plan is our means and our map to help us on our journey toward continuous improvement. Let's work together to achieve it.

A handwritten signature in blue ink that reads "J King".

Captain John G. King
SC, USN
Commander - DDSP

DDSP – DoD's Eastern Strategic Distribution Platform

DDSP MISSION:

To provide integrated distribution solutions in support of America's Armed Forces around the clock, around the world through effective receipt, storage, control and shipment of materiel.

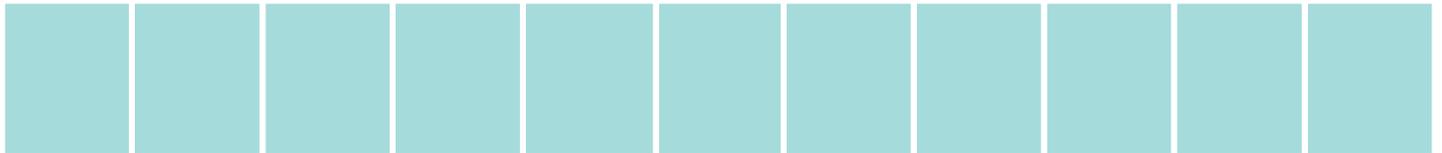
DDSP VISION:

An ever-improving organization that is the distribution services provider of choice and the employer of choice.

DDSP VALUES:

DDSP lives and works by these values:

"Respect For People"
"Customer Focus"
"Continuous Improvement"



Warfighter Support Enhancements Stewardship Improvements Business Process Refinements Workforce Development

Goal

Warfighter C

Maximize warfighter potential by “extending the enterprise” to provide worldwide response and integrated, best value supplies and services consistently to our customers.



Strategy C1 – Extend competencies and capabilities closer to warfighters/customers.

C1a. Man, Train, Equip & Deploy, when required, the overseas Deployable Distribution Depot (DDXX) FY09 through FY13.

C1b. Expand tailored distribution support to our customers (e.g. Letterkenny, Tobyhanna, FDP’s) by aligning organizational structures and processes to meet expectations by FY13.

Strategy C2 – Actively engage the customers to better understand their needs and meet their requirements.

C2a. Develop, staff and implement the DDS customer engagement strategy, FY09 through FY 11.

Continuously improve DLA performance through the development of better processes and business arrangements that reduce cost, increase logistics capabilities, and "link customer demands with our supply chains".



Strategy IP2 – Leverage industry capabilities to provide world-class support to the warfighter at the lowest possible cost.

IP2a: Participate in Logistics Modernization efforts and adjust the organization, systems and processes accordingly (e.g., DTCI, DRMS realignment).

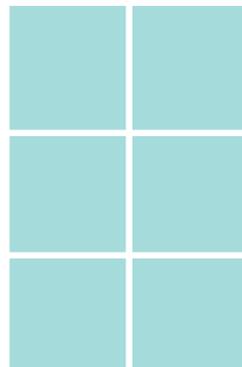
Strategy IP3 – Adopt, institutionalize, and continually improve best business practices to improve quality and speed and to reduce cyclic time and costs.

IP3a: Benchmark and adopt best industry practices to improve performance (e.g., Voice Technology, management information systems).

IP3b: Apply continuous improvement methodologies throughout DDSP FY 09-13, (e.g., Model Area, VPP).

IP3c: Establish a common approach to encourage and empower innovation throughout DDSP (e.g. new business models, improved business practices) by FY10.

IP3d: Develop improved methods to measure our processes to include individual, team and organizational performance (e.g., ISP/TER, Dashboard, QA/QC). (FY09).



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Ensure a diverse, enabled, empowered and motivated workforce that delivers and sustains “supply chain excellence”.



Strategy LG1 – Acquire, develop and retain world-class supply chain expertise through a comprehensive talent management program.

LG1a: Improve our selection process to acquire and retain motivated, team-oriented members who epitomize DDSP’s values. FY09

LG1b: Design and implement our employee/leadership development system by FY11.

LG1c: Develop a comprehensive Knowledge Acquisition and Management system. FY13.

Strategy LG3 – Provide a quality work environment that helps to optimize employee performance.

LG3a: Provide a safer, more secure work environment. FY09

LG3b: Enhance real-time information availability (e.g. visual techniques, CCTV) FY09 through FY13

LG3c: Improve quality of work life (e.g. tools, services) FY09 through FY13.

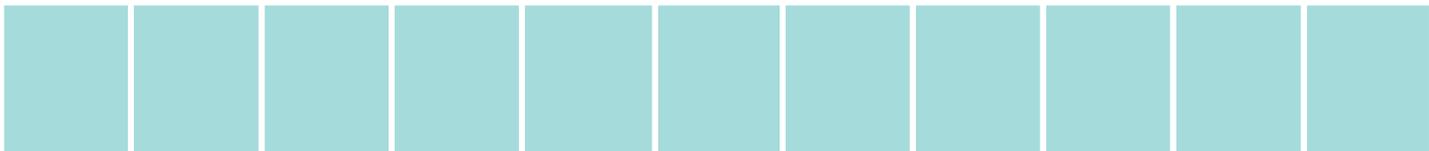
MANAGE DDSP RESOURCES FOR BEST CUSTOMER VALUE.

Strategy F1 - Resource DDSP's Operational Strategies.

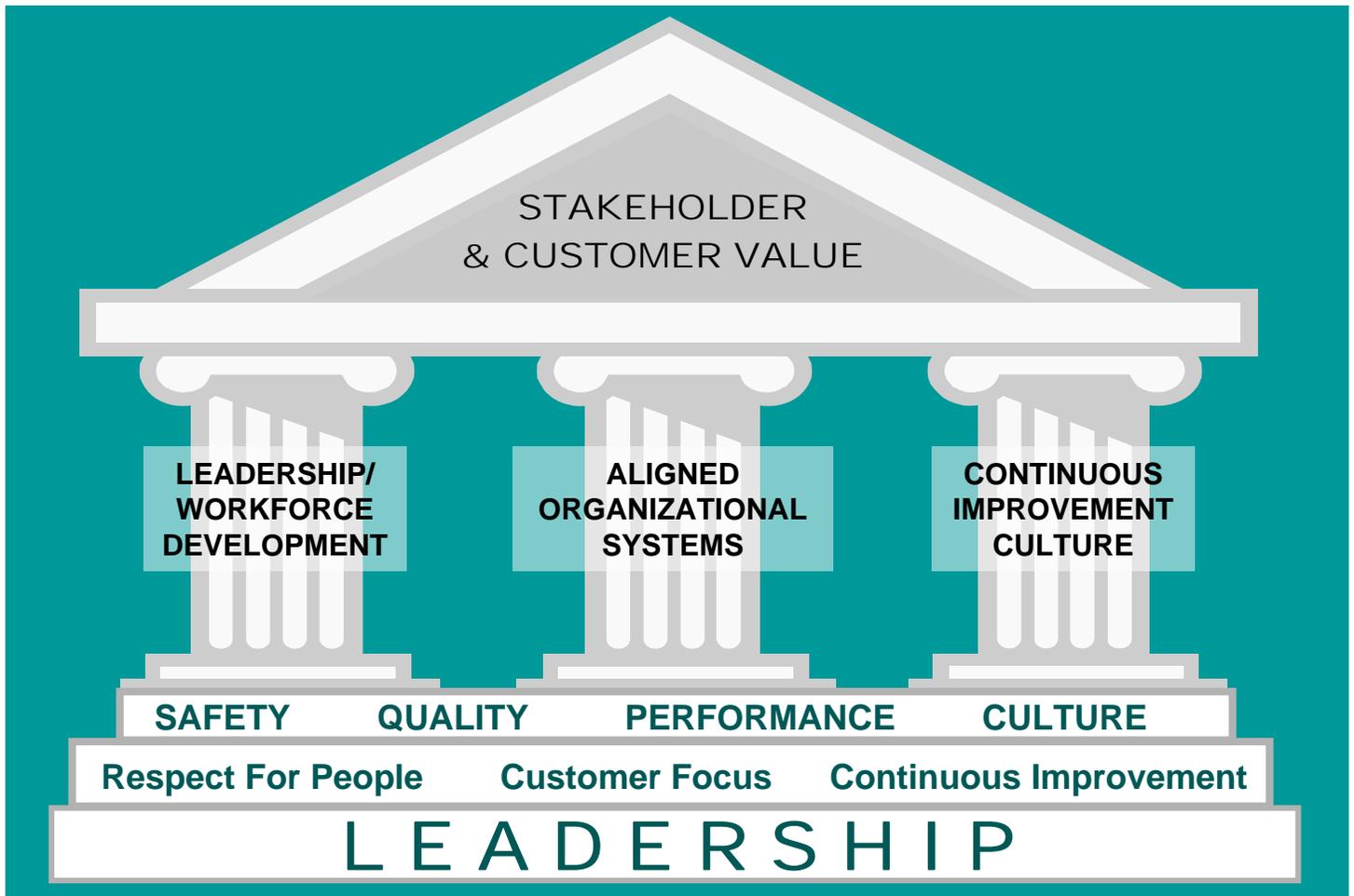
- F1a:** Develop tools and strategies to support mission changes, shifts in workload, or new product lines and services.
- F1b:** Leverage stakeholder capabilities and resources (e.g. J6N, J8, DTC) to achieve DDSP operational strategies.

Strategy F3 - Demonstrate Stewardship and Foster Stakeholder Trust.

- F3a:** Improve inventory accuracy.
- F3b:** Understand the total distribution costs and the revenue generated at DDSP.



DDSP BUSINESS PHILOSOPHY



The DDSP Business Philosophy is built on a foundation of sound principled leadership. DDSP endeavors to select and grow leaders that epitomize the organizational values of Respect for People, Customer Focus and Continuous Improvement and is committed to living and working by those values while learning and growing to better accomplish the mission. To accomplish the mission DDSP has four established daily priorities -- Safety, Quality, Performance and Culture. These priorities are at the forefront of all daily activities and decisions.

On the foundation, the DDSP Business Philosophy is built with three key pillars that address focus areas of Workforce and Leadership Development, Aligned Organizational Systems and a Continuous Improvement Culture. This Business Plan is geared toward strengthening these pillars and improving DDSP's ability to effectively perform the mission and progressively become an ideal employer. The key objectives of the DDSP Business Plan address how the organization will develop and grow; how DDSP will align and improve the systems that support the operation and its people; and the methods to be used to achieve a culture of continuous improvement.

The pinnacle of the DDSP Business Philosophy is Stakeholder and Customer Value. That is the driving force and essential mission of DDSP. DDSP exists to support the Warfighter and act as an extension of its stakeholders to ensure that the Warfighter has the right item, at the right place, at the right time, in the right quantity, every time.