

LOG LINES

Defense Logistics Agency
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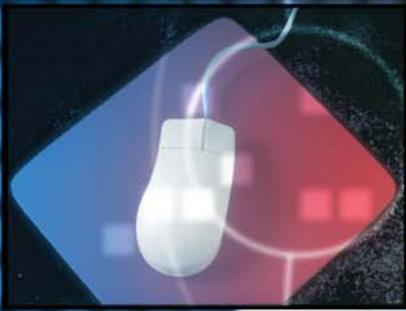
Spring/Summer 2003



Fueling



E-commerce

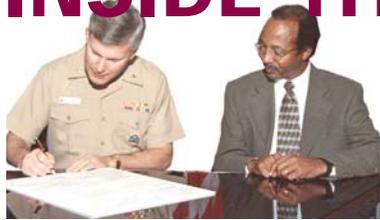


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Depot



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Logistics News Customers Can Use

LOGLINES

Official Customer magazine of the
Defense Logistics Agency

Spring/Summer 2003

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LogLines magazine is published by the Defense Logistics Agency Office of Public Affairs on a biannual basis. It is a medium of information designed to educate customers on the wide range of products and services that are available from DLA. Each issue highlights agency capabilities, business processes, process changes, and new initiatives.

The audience consists of military service members, federal employees and industry. The contents of LogLines are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense or the Defense Logistics Agency.

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From the Editor

by Mimi Schirmacher

As I write this, Operation Iraqi Freedom is less than 24 hours old. Secretary of Defense Donald Rumsfeld said this conflict will be fought like no others we have seen before. While he was referring to the technological advantage and superiority of our weapons systems, here at the Defense Logistics Agency we are also entering a new era.

We are well into the third year of a new millennium and are watching the old ways of doing business rapidly change. If a business does not adapt, it will not survive and that is a fact that has been proven time and time again. The Defense Logistics Agency is no exception and we are striving to make giant leaps in reengineering our logistics systems.

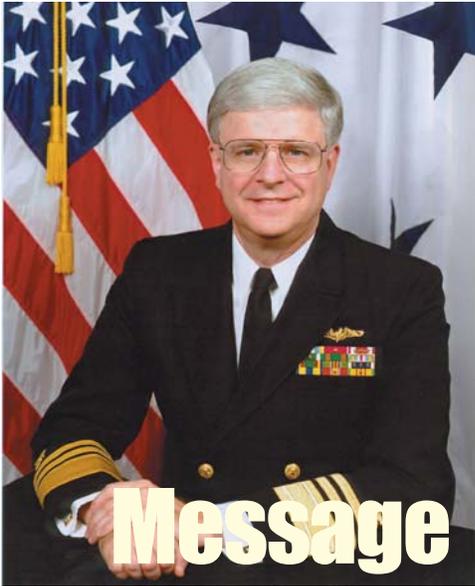
Our biggest initiative is the Business System Modernization program. The ultimate goal of the BSM program is to achieve world-class logistics in support of America's warfighters. BSM is by far the most significant information technology and reengineering project in DLA

today. Once fully implemented, we expect to achieve the proven benefits of commercial-off-the-shelf (COTS) software and reengineered business practices, resulting in better service to our customers.

As BSM comes on line, DLA continues to strive every-day to provide best value logistics support to America's armed forces, around the clock and around the world. As our soldiers, sailors, airmen and Marines enter Iraq, DLA is committed to being there with them and making sure they have everything they need to perform their duties.

DLA is also making sure contingency operations across the globe are serviced. During one week in March, DLA filled 85,035 requisitions for Operation Enduring Freedom. With 22,600 civilian employees and 1,000 active duty and reserve military members, that amount of customer support truly makes DLA a small agency doing big business.

Director's Message



KEITH W. LIPPERT
Vice Admiral, SC, USN
Director



From the Director

The Defense Logistics Agency (DLA) has a proud tradition of providing support to America's Military Services. Since its inception in 1961, the Agency has served the brave men and women who defend our Nation. Now, as we engage in conflict in the Middle East, our mission is more crucial than ever. Our warfighters will need the best logistical support we can offer. Their success will depend on us, and we will give them nothing less than our best effort.

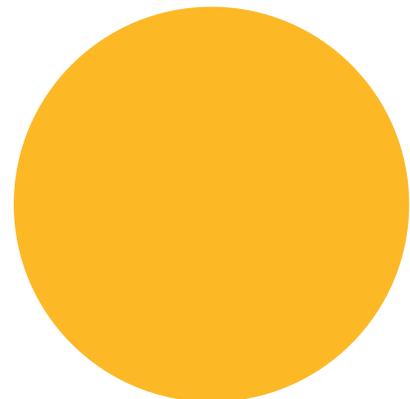
DLA has been working hard to provide the kind of support our fighting forces need and deserve. We are determined to deliver the best products quickly and at less cost to the consumer. To accomplish this, we are adopting the best

practices of the commercial sector and are taking a proactive approach to meeting our customers' needs. Instead of waiting for our customers to tell us their requirements, we are making every effort to anticipate those requirements. With this process, we can provide the best kind of logistical support effectively and efficiently.

In this issue, we have included articles that describe some of the steps we are taking to become more responsive to our customers. See how the Defense Supply Center Philadelphia's Electronic Catalog System is making it easier to order medical materiel and how the Defense Supply Center Columbus is helping the Army in its transformation. Read about the suggestions

made by employees at the Defense Distribution Depots in San Joaquin, Calif., and Susquehanna, Pa., and how those suggestions are saving money and improving service. These are but a few of the initiatives DLA is taking to provide world-class logistics support.

Browse through these pages, look at the array of products and services we offer and find out how DLA is putting the customer first.



INITIATIVES

LONG-TERM CONTRACT COULD REACH **\$49 MILLION** VALUE

By Mike Ward
DSCC Public Affairs Office

A long-term contract to provide parts and supplies for the Army's Bradley Fighting Vehicle, Hercules

Recovery Vehicle and Paladin self-propelled howitzer was signed Nov. 12 at the Defense Supply Center Columbus.

The contract with United Defense Limited Partnership (Steel Products Division) of Anniston, Ala., has four options, which could extend its life to 15 years from the initial three-year base period. The contract that took more than two years to develop, covers about 300 National Stock Numbers, with additional items to be added in the future. Besides DSCC, the contract also supports Defense Logistics Agency commodity centers in Richmond and Philadelphia, and is authorized to provide support for the Army's Tank-automotive and Armaments Command managed items.

"The commitment we





needed is now here," said DSCC Commander Navy Rear Adm. Alan S. Thompson. "Our objective is to manage the supplier, not the supplies and with UDLP's help and this contract we now can do that."

"This is an important first step in building a strategic partnership with DLA for supplies needed for vehicles supported by United Defense," said Greg Potts, United Defense's marketing manager for the program. "DLA can now manage one contractor, instead of many contracts."

Potts added that the new contract also ensures that the ultimate end user, the soldier, will have the right parts when needed.

According to DSCC officials, the benefits of the partnership include supporting

▲ DSCC Commander Navy Rear Adm. Alan S. Thompson (left) puts his signature on a long-term contract for military land vehicle spare parts from United Defense Industries Limited Partnership (Steel Products Division). Looking on is Robert L. Houston, vice president, UDLP. (DSCC photo by David Benzing.)

the field and depot requirements, no timing issues related to large spares procurements, and a reduction of turn-around-time from an average of 320 days to 2 to 10 days in most cases.

"We've reached the focal

point-customer satisfaction and readiness," said Patty Snyder of the DSCC Land Based Weapon Systems Group. "Everything is focused on the customer. Both DLA and UDLP are focused on the customer." ▼

▲ **For more information** call Patty Snyder at (614) 692-1127 or DSN 850-1127 or e-mail Patty.Snyder@dsc.dla.mil.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsc.dla.mil, or esoc@dsc.dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm.

CONTINGENCY ORDERING Through ECAT

By Michael Medora
DSCP

Prior to the 1990s, the Department of Defense stored a vast amount of medical materiel in DoD depots, just in case it was needed for contingencies. This process was costly and, as was discovered during the Gulf War, neither efficient nor effective. Lessons learned from the Gulf War revealed that the items in the depots had diminished shelf life, that they were not products of choice, and that they were not the ones with which clinicians wanted to go to war.

To address these inefficiencies, the Defense Supply Center Philadelphia's Medical Directorate productively sought to develop acquisition and support strategies to ensure that the services are properly equipped for any contingency. The outcome of this effort was the Wholesale Medical Logistics Readiness Plan. The objectives of the plan are to put in place contracts, business

rules and agreements to rapidly acquire the full spectrum of products necessary to satisfy the service's time-phased requirements for consumable and shelf life medical/surgical and pharmaceutical products from a

event of a contingency, and to encourage manufacturers and distributors to increase their safety stock of this materiel to guarantee the service's immediate and sustained coverage.

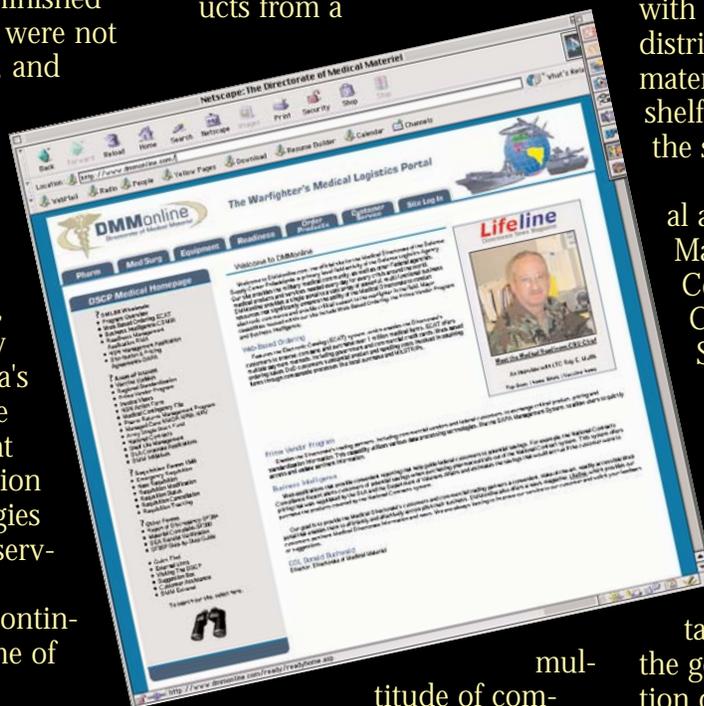
The safety stock remains with the manufacturers and distributors, who rotate the materiel to insure maximum shelf life at time of issuance to the services.

A multitude of contractual arrangements - Vendor Managed Inventory, Corporate Exigency Contracts, Prime Vendor Surge, and Overseas Supply Initiative are used to source service requirements, which are financed by DSCP through the DoD Warstopper Program.

In order to facilitate contractual coverage, the generation and consolidation of service time-phased requirements for consumable medical/surgical and pharmaceutical products were populated in the Medical

multitude of commercial sources.

The first step was to identify products that the services could not readily obtain in the



Contingency File database. The MCF, managed by DSCP Medical, consolidates the time-phased wartime requirements from all four services, identifies suppliers providing specific products to fulfill requirements, commercially identifies National Stock Numbers, and provides support for medical materiel planners at several layers of support.

Once contracts and vendor agreements were in place, the next step was to acquire an execution tool employing Web-based technology to allow authorized users to place orders securely for products on contingency contracts, and electronically transmit the orders to suppliers using Electronic Data Interchange. The Medical Directorate's Electronic Catalog System was chosen to provide this capability.

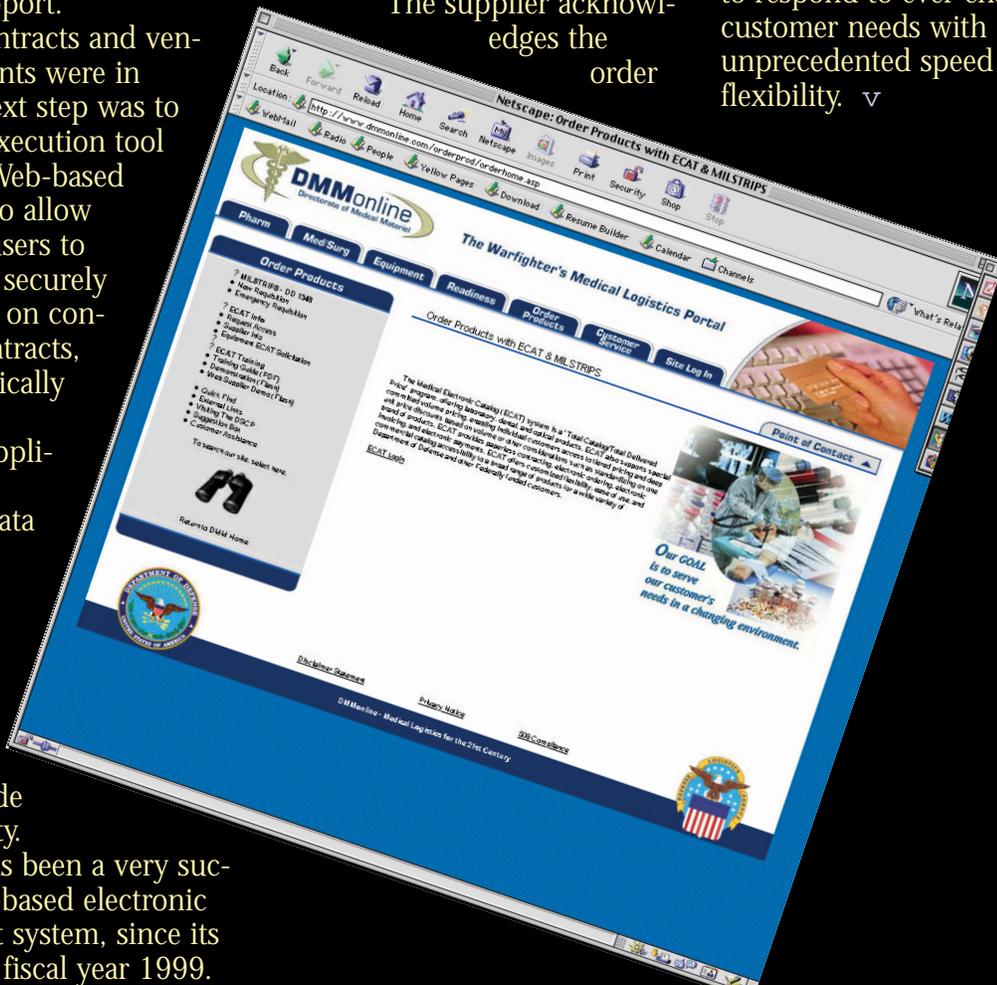
ECAT has been a very successful Web-based electronic procurement system, since its inception in fiscal year 1999. ECAT's scalable architecture allowed developers to modify the system to incorporate readiness business rules. ECAT utilizes the MCF as a virtual

catalog. When a customer places an order for a contingency item, ECAT insures that the requested quantity does not exceed the customer's time-phased requirement for that product. ECAT selects a supplier, based on established business rules and electronically transmits the order to the supplier within 10 minutes.

The supplier acknowledges the order

and status is reported back to the customer within one hour of order placement.

The seamless interface between customer and supplier integrates ordering, distribution, delivery, billing and payment, while providing customers total order visibility. The MCF and ECAT allow the Medical Directorate to respond to ever changing customer needs with unprecedented speed and flexibility. ▽



▲ **More information** regarding medical readiness tools such as Contingency ECAT and the MCF can be found on the Web at www.dmmonline.com.



DEFENSE LOGISTICS AGENCY PRESENTS BUSINESS ALLIANCE

By DLA Public Affairs

Defense Logistics Agency honored 17 industry partners, customers and individuals Jan. 29 with its Business Alliance Awards in Springfield, Va. The awards recognized those who have demonstrated outstanding efforts to partner with DLA and improve the agency's mission -- providing supplies and services to America's warfighters.

DLA Director Vice Adm. Keith W. Lippert presented the annual awards during a luncheon at the Springfield Hilton Hotel.

"How many long hours did your employees put in to help make these achievements happen? How many birthday par-

ties, anniversary dinners and grammar school plays were missed so that you could support our troops?" Lippert asked. "Well, we will never know the answer to that, but you can rest assured our country is grateful."

He added, "DLA has just received a Joint Meritorious Unit Award from Secretary of Defense [Donald] Rumsfeld for all DLA has done to support the war effort, and I wanted to pass the praise on to our suppliers because that award is partly yours.

"We cannot succeed unless we all work together, and we have many challenges in front of us. Only the business alliances that we have today and the improvement of those alliances will continue to enable us to succeed."

Lippert acknowledged that DLA does not manufacture the supplies for troops or provide contracted services. That is why, he said, business alliances are so important. They are the providers who supply that much-needed support.

◀ Thomas R. Ray, director of DLA Small and Disadvantaged Business Utilization (second from left), DLA Director Vice Adm. Keith W. Lippert, and Ms. Scottie Knott, executive director of DLA Acquisition, Technical and Supply Directorate, gather with company representatives and individuals at the DLA Business Alliance Awards presentation. (Photo by Thomas Wilkins)

The agency's primary role is to provide supplies and services to America's military services worldwide and includes managing more than 4 million consumable items, including rations, medical supplies and equipment, clothing and textiles, and repair parts for land, sea and air weapons systems and platforms.

Industry representatives and DLA customers were recognized in seven categories:

Vendor Excellence:

Awarded to individual large, small, small disadvantaged and/or women-owned small businesses that have demonstrated overall excellence in superior product quality, on-time delivery, superior customer service, reliability, dependability, consistency and accuracy.

- 1 KDS Controls Inc., Troy, Mich. (Small Business)
- 1 Government Liquidation,

vendor, quick response, etc.) and that meet the Vendor Excellence Award criteria.

- 1 Smith Eastern Corporation, Jessup, Md. (Small Business)

- 1 The Boeing Company, Spares and Technical Data Aerospace Support, St. Louis (Large Business)

- 1 Corvera Abatement Technologies Inc., St. Louis (Small Disadvantaged Business)

New Contractor of the Year: Awarded to a large or small business that contracted for the first time with DLA within the period of consideration, and that meets the Vendor Excellence Award criteria.

- 1 Alpha Technical Services Corporation, Houston (Small Business)

Outstanding Readiness Support: Awarded to large, small, small disadvantaged, and-or women-owned small businesses that have provided

Small Business)

Outstanding Javits-Wagner-O'Day Program Vendor: Awarded to non-profit agencies (National Industries for the Blind -- employing the blind; or National Industries for the Severely Handicapped -- employing persons with severe disabilities) that exemplify Vendor Excellence Award criteria.

- 1 Middle Georgia Diversified Industries Inc., Dublin, Ga. (NISH)

- 1 East Texas Lighthouse for the Blind, doing business as Horizon Industries, Tyler, Texas (NIB)

Customer of the Year: Awarded to the Department of Defense customer organization that exemplifies the highest degree of professionalism; meets or exceeds criteria in one or more other categories and clearly stands above the rest in its commitment to DLA.

- 1 (DOD Customer) Norfolk Naval Shipyard Detachment, Plant Equipment Support Office, Annapolis, Md.

- 1 (Non-DOD Customer) National Aeronautics and Space Administration, John F. Kennedy Space Center, Fla.

Commander's Choice Award: Awarded to the non-DLA individual whose dedication and commitment to the DLA mission affects the quality of life for U.S. men and women in uniform.

- 1 Air Force Col. Charles R. Davis, F-15 Systems Program Office director, Warner Robins Air Logistics Center, Ga.

DLA provides supply support, and technical and logistics services to the military services and to several civilian agencies. Headquartered at Fort Belvoir, Va., the agency is the one source for nearly every consumable item, whether for combat readiness, emergency preparedness or day-to-day operations. ▽

AWARDS

LLC, Scottsdale, Ariz. (Large Business)

- 1 Al Gonzalez Enterprises Refining Inc., San Antonio (Small Disadvantaged Business)

- 1 Warden Associates Inc., Springfield, Va. (Women-Owned Small Business)

Innovative Business

Performer of the Year: Awarded to large, small and-or women-owned small businesses that have undertaken risks associated with innovative business practices (shared production, electronic commerce, prime

extraordinary customer support, service or product directly to a crisis situation, in addition to the Vendor Excellence Award criteria.

- 1 Dietary Equipment Company Inc., Columbia, S.C. (Small Business)

- 1 Rockwell Collins Inc., Collins Aviation Systems, Cedar Rapids, Iowa (Large Business)

- 1 Blackhawk Management Corporation, Houston (Small Disadvantaged Business)

- 1 Gill Marketing Company, Phoenix, Ariz. (Women-Owned

Initiatives

Defense Supply Center Columbus has pooled efforts to ensure that a new specialty hose is meeting military standards.

A DSCC mechanical engineer recently participated in a Society of Automotive Engineering working group meeting in Troy, Mich., working with the Non-Hydraulic Hose Task Committee of the Society of Automotive Engineering Land and Marine Based Vehicles Group. The group's objective was to ensure that the newly adopted J20 coolant hose continues to meet the Department of Defense's needs.

The J20 hose is designed to operate in temperatures as low as minus 65 degrees Fahrenheit. The standardization document J20 replaces ZZ-H-428, which formerly supported military land-based and marine systems.

National Stock Number 4720-00-908-7134, a non-hydraulic coolant hose, is a widely used DSCC-managed item. Some of the weapon systems it supports are:

- 1 Forrestal Class CV
- 1 Nimitz Class CVN
- 1 Wasp Class LHD
- 1 Tarawa Class LHA
- 1 FMS-Newport Class 1st
- 1 Mars Class T-AFS 1
- 1 Cargo system, 4631
- 1 USNS Henry J. Haiser Class TAO
- 1 Ohio Class SSBN (Trident)
- 1 Mercy and comfort hospital ships Class TAH
- 1 Shipboardboard material handling equipment (MHE)
- 1 Landing craft air cushion (LCAC)
- 1 Submarine auxiliary systems
- 1 Submarine hull structures
- 1 Gas 4000 lb 144-in
- 1 Trucks and forklifts ▾

DSCC
Engineer
Works
With
SAE To
Ensure

New

Type

Hose

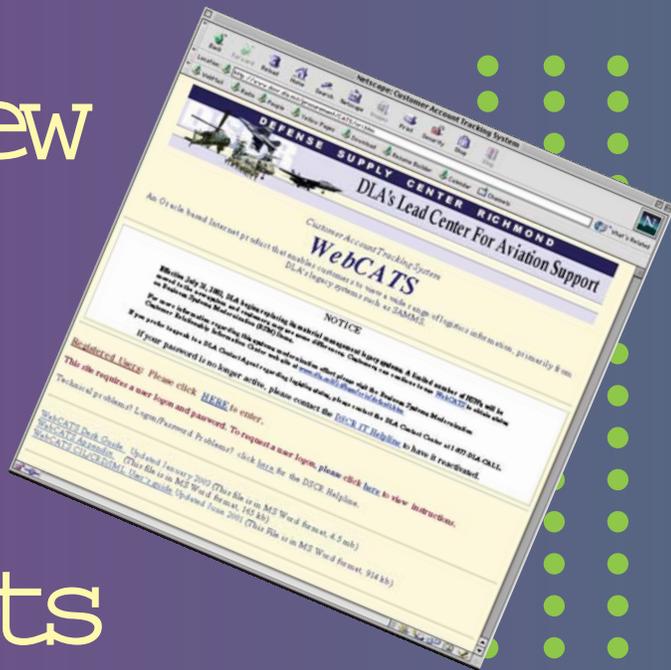
Meets

Military

Standards

▲ **For more information,** contact Earnest Brown at (614) 692-1568, DSN 850-1568, or e-mail: Earnest.Brown@dsccl.dla.mil.

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DSCC Aiding Army In Its Transformation



▼ DSCC Commander Rear Adm. Alan S. Thompson addresses attendees at TACOM's "Acquisition and Logistics Excellence Week" Aug. 19-23 in Warren, Mich.

By Mike Ward
DSCC Public Affairs Office

Preparing for the future will require the United States military to think differently and develop the kinds of forces and capabilities that can adapt quickly to new challenges and unexpected circumstances.

Defense Supply Center Columbus is fully engaged in support of the Army's transformation, according to Commander Rear Adm. Alan S. Thompson. Two key elements of the Army's transformation are recapitalization and modernization. Recapitalization refers to rebuilding and upgrading weapon systems while modernization involves new weapon systems such as the Stryker, an armored vehicle that helps make the Army leaner and faster.

DSCC is the lead on 13 Army programs, some which include the M1 Abrams, Bradley, Patriot and HEMTT.

"Most of the support we provide is to either Anniston Army Depot or Red River Army Depot," said Thompson speaking on behalf of the Defense

Logistics Agency at last summer's "Acquisition and Logistics Excellence Week" at the U. S. Army Tank-automotive and Armaments Command's Warren, Mich., plant. "We are aware of a number of programs that will begin during fiscal [year] 2003 and 2004 and are posturing ourselves to support those programs."

DSCC has nine weapon system support managers who work with program managers, commodity business, depots and operations support activities to address the Army's support needs. DLA provides support to 577 land-based weapon systems. In the case of the new Stryker, DLA is working with TACOM to develop a support strategy primarily through Long Term Corporate Contracting with General Dynamics that will also involve the Defense Supply Centers in Philadelphia and Richmond.

Continued support to the Army transformation is further exemplified by DLA's change of business processes, specifically customer relationship management and supplier relationship management. CRM enables primary focus on its key cus-

tomers and improvement of support through communication, mutual expectations and improved performance over time. SRM is driven by an organization's business objectives. It facilitates collaboration and transaction execution. Two key objectives of any SRM program is reducing cost and minimizing risk. ▼

▲ **For more information** call Army Col. Milton Lewis, director, DSCC Land Based Weapon Systems Group, at (614) 692-4635 or DSN 850-4635.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsc.dla.mil, or esoc@dsc.dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm

Marine Corps Customers Learn About BSM

By Dan Bender
DSCC Public Affairs Office

U.S. Marine Corps customers were told during an Oct. 21 briefing at the Marine Corps Logistics Base in Barstow, Calif., that better customer service is the Defense Logistics Agency's goal in implementing a new way of doing business.

Ben Whitney, a demand planner at Defense Supply Center Columbus who is part of DLA's Integrated Customer Team for the Marine Corps, explained Business Systems Modernization to his Marine customers during a quarterly Industrial Forecast Support Group meeting.

BSM involves the gradual implementation of commercial off-the-shelf software to replace DLA's aging legacy system, SAMMS, and provide improved support in processing customer requests for the four million items DLA handles.

The first phase of BSM involves about 5 percent, or 170,000 items, of DLA's managed items, including a small

portion of items used by the Marine Corps. BSM items are managed under the new Routing Identifier Code of SMS.

During his briefing, Whitney provided an overview of BSM, a comparison of BSM and SAMMS, and how BSM will affect Marine Corps customers.

Dennis Dalton, a senior logistics analyst for contractor Advanced Research Engineering Association at the Marine Corps Logistics Base in Albany, Ga., said BSM will help DLA become much more customer-oriented.

"We will have our own DLA support team," he said. "Instead of making 15 calls about 15 different items, we

will just have to make one call to a member of our team to accomplish the same thing.

"For the Marine Corps, BSM will really speed up the response time for getting parts," added Dalton, a retired Marine Corps master gunnery sergeant. "Getting answers to problems will be a lot easier and faster."

So far, there have been no problems associated with the small number of items used by the Marine Corps that were included in the first phase of BSM, Dalton said. "DLA has been real proactive in helping us out," he said.

"I think it's good that DLA is reorganizing under BSM," said Kevin Barnett, a project manager for M198 howitzers

From DSCC Demand Planner



▲ Among the DSCC associates who provide support to the U.S. Marine Corps are (from left) Brian Wilson, in the Land-based Weapon Systems Group; Dorothy Rike, in the Commodities-based Application Group; Dave Kramer, in Land; Ben Whitney, on the DLA Integrated Customer Team for the Marine Corps; and Ruth Davis, on the Marine Corps ICT. (Photo by Chuck Moffett)

and small arms at the U.S. Marine Corps Logistics Base in Barstow, Calif. “I think this will just enhance the capability a little bit and help us out even more.”

Dalton said Whitney’s briefing was very informative and helped IFSG members better understand BSM. “He kind of drilled down into it and made it make sense,” he said.

Whitney said he was glad to have the opportunity to meet with a customer and explain the nuances of BSM to them. “I think it’s a very good way to educate the customers about BSM,” he said. “We need their partnership and effort to make this a win-win for everyone involved.”

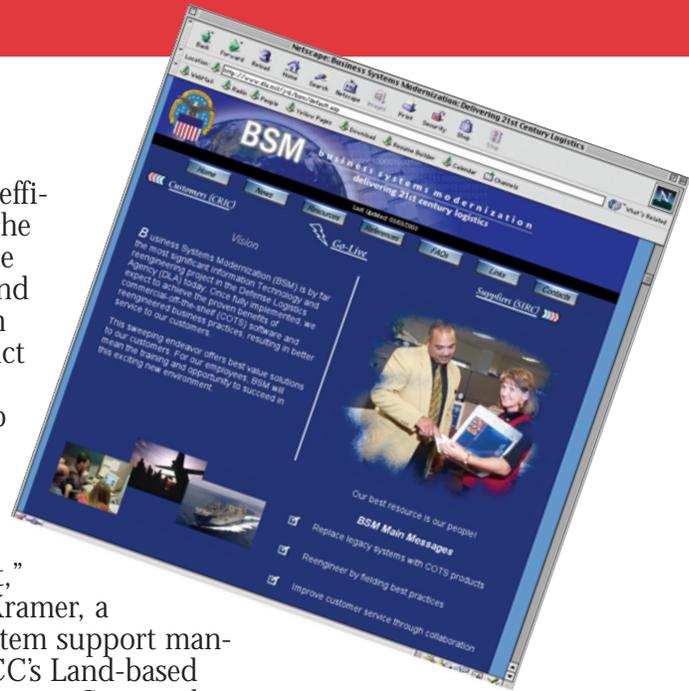
The purpose of the quarterly meetings is “all about

forecasting efficiently for the maintenance programs and how we can better predict what they will need so DLA can have it ready when they need it,”

said Dave Kramer, a weapon system support manager in DSCC’s Land-based Weapon Systems Group who also attended the meeting.

Pat Kowalski, a DLA customer support representative at MCLB in Albany, said the IFSG has helped prepare the Marine Corps for BSM.

“The goal of the Industrial



Forecast Support Group meetings is providing enhanced supply support to the customer, which is what BSM is all about on a much larger scale,” she said. ▽

Wiring Winding

Suggestion Results in Customer Service, Speed & Cost Benefits

DDJC Employee Suggestion Saves Money, Improves Service

By Doug Imberi
DDJC Public Affairs

David Tuhy, a forklift operator at the Defense Distribution Depot San Joaquin, Calif. (DDJC), came up with an idea that reduces operating costs, speeds the selection process and improves service to the customer. As a forklift operator in Warehouse 13, several times a day Tuhy would have to take small diameter wire and some light sleeving from its location back to where the electric winders were located, even though he had a portable coil winding contraption on his forklift.

"Some of the stuff we ship is so fine, that it would just end up in a ball," said Tuhy.

Other fine wire would work out, but when the customer unraveled it the first time they used it, the wire would end up in a tangled mess.

Tuhy got the idea that perhaps the portable winder on his

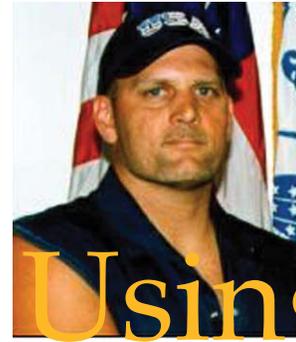
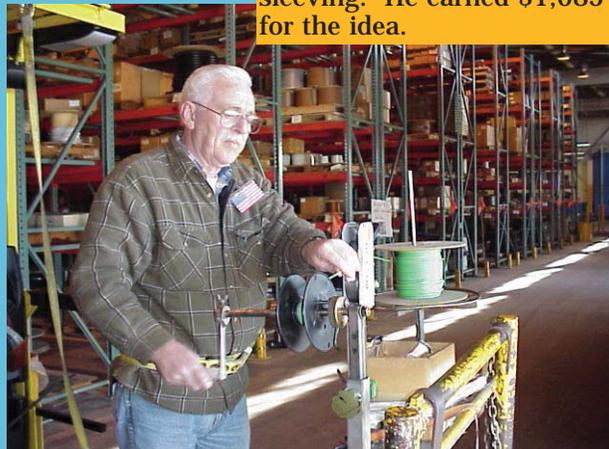
forklift could be adapted with an apparatus for winding both coils and spools for fine wire and light sleeving.

"I got together with our machinist, Bill James," said Tuhy. "We worked on it together, trying to keep it simple and inexpensive."

Now when he has something that should be shipped on a spool, he just slides the coiler off its spindle and slides on the spool. He is then ready to wind off any amount the customer wants in location. He eliminated the time consuming step of having to go to the section of the warehouse where the electric winders are located.

Tuhy is already thinking about improving the idea by motorizing the apparatus with a cordless drill. ▽

▼ David Tuhy winds bulk wire onto a spool for a customer on his platform lift. He suggested that the portable setup be modified so that spools can be used on smaller diameter wire and sleeving. He earned \$1,085 for the idea.



Using Electro Lift Benefits

Employee Suggestion Program Awards \$3,000 to Micheal Nelson

By Sherre Mitten-Belle
DDSP Public Affairs

Micheal Nelson, Defense Distribution Depot Susquehanna, Pa. (DDSP) door systems repairer, was awarded \$3,000 for his suggestion to replace the electromechanical lift brakes on the Raymond hybrid cranes with electromagnetic lift brakes.

Nelson's suggestion affected the electromechanical system, which required high maintenance, including an extensive and laborious monthly inspection and annual rebuild procedure. Additionally, the electromechanical lift brake system was unreli-

Employee Suggestion Program
Awards \$2,500 to John Caley

Change to Conveyor Drive Brings Savings



magnetic Brakes DDSP

able, prone to malfunction because of binding and overheating from this type of application. This caused the crane to disengage and enter a controlled descent in spite of intensive efforts to solve the problem.

Since being installed, the electromagnetic system has proven to be much more reliable. No malfunction or mishap has been associated with the new brake system. Also, the preventative maintenance inspection has been reduced to only one minimal effort task and is performed on a semiannual basis.

The suggestion required several years to test and implement, but was worth it. It has produced significant intangible and tangible benefits; the tangible benefits include the reduced cost of annual maintenance, which is equivalent to one man-year. Those who operate the Raymond hybrid cranes have a greater sense of security when performing their duty, and that is priceless.

"I am very proud of Mike and the entire DDSP workforce," said Capt. Robert Ritchie, SC, USN, DDSP Commander. "We are a great team that is committed to improv-

John Caley, a Defense Distribution Depot Susquehanna, Pa. (DDSP) equipment mechanic, was awarded \$2,500 for his suggestion to improve conveyor drive systems located in the Eastern Distribution Center, already implemented in the High Rise Storage Area.

Caley's suggestion replaces sprockets and riveted chain rollers with a synchronous conveyor system, saving DDSP thousands of dollars and work hours. The synchronous system requires no preventive maintenance, has a longer life and operates cleaner and

quieter than a chain and sprocket system.

"The DDSP workforce is innovative," said Capt. Robert Ritchie, SC, USN, DDSP Commander. "It is an honor to work among such motivated people. John is an exemplary employee. He is never satisfied, he is always looking for ways to improve the functioning and safety of DDSP."

A suggestion identifies a problem that is wasting government resources, recommends a solution and then follows through on how to implement the solution.

To be considered for an award, a suggestion must: identify an improvement in the quality of operations, a cost reduction opportunity, or an improvement in the timeliness of service delivery that results in a tangible or intangible benefit to the U.S. Government; be adopted in whole or in part for implementation; be in writing and come from a federal employee. ▽



ing the efficiency and effectiveness of DDSP, the safety environment for the DDSP work force and ultimately improving customer service." ▽



By Scott Andreae
DSCR Public Affairs

The officer in charge of logistics for the U.S. Pacific Fleet has commended the quick response of Defense Logistics Agency personnel in Richmond, Va., after a fire

aboard an aircraft carrier.

Staff from the Defense Supply Center Richmond and Defense Distribution Depot Richmond worked over the three-day Veterans Day weekend to provide 30 bottles of

Halon gas to several Navy ships in Pearl Harbor, Hawaii. The ships had transferred their Halon to the USS Constellation, which had a fire Nov. 8 in a main machinery room.



“The dedication of your staff this weekend was an example of what makes the Defense Logistics Agency such an outstanding organization...focused on the needs of the warfighter,” Rear Adm. Michael S. Roesner, the Pacific Fleet’s deputy chief of staff for logistics, fleet supply and ordnance, wrote in a letter to Brig. Gen. James P. Totsch, DSCR commander.

Halon is not stocked on Hawaii due to environmental reasons. The ships that gave up their supply of the gas needed to be replenished so they could stay operational.

At the time of the fire, Constellation was in Hawaiian waters headed for the North Arabian Sea on a regularly scheduled deployment in support of Operation Enduring

Freedom.

“The critical matter is the Constellation was due to deploy,” said Marine Corps Maj. Raymond H. LeGall, branch chief of the Emergency Supply Operations Center at DSCR.

The ESOC, staffed around the clock for such urgent needs, received the request for replacement Halon on Saturday, Nov. 9. DSCR and DDRV employees returned to the center, identified an Air Force C-5 flight that could transport the bottles, and by Sunday evening the shipment had arrived at Dover Air Force Base, Del., for loading onto the aircraft. The C-5 arrived at Hickam Air Force Base in Hawaii on Monday, Nov. 11, and the ships were restocked the next day. ▽

Richmond Teams Aid Constellation

▲ USS Constellation departs Naval Air Station North Island, Calif., at the start of a deployment in support of Operation Enduring Freedom. A Nov. 8 fire on the ship triggered a need for Halon gas cylinders from Defense Supply Center Richmond and Defense Distribution Depot Richmond Virginia. (U.S. Navy photo by Photographer’s Mate 2nd Class Tim Smith)

By Master Sgt. Patrick Clarke, USAFR
DLA Public Affairs

Only half of new small businesses remain open for longer than four years, according to the U.S. Small Business Administration.

As if those odds weren't daunting enough, the Department of Defense has been unable to meet small business statutory goals. As a result of this, a Rapid Improvement Team was established in August 2000 by the Office of the Secretary of Defense to develop an improvement plan for accelerating small business utilization in defense acquisition.

The team was comprised of representatives from the military services and DoD agencies.

First, the team determined what some of the issues blocking improvement in small business goals were. Issues included:

- 1 Small business utilization, despite statutory goals and programs, does not receive consistent attention and have ownership at the senior leadership and acquisition team level....It remains staff driven.
- 1 The existing system and process for evaluating and improving performance on a timely basis across military departments and agencies is limited.
- 1 Many DoD acquisition professionals don't under-

Small Business Reinvention is an Ongoing Initiative at DLA

stand the opportunities for small business utilization and are reluctant to pursue them.

- 1 Many small businesses are confused and frustrated in understanding the rules and processes (red tape) for working with DoD purchasing activities and are reluctant to pursue business opportunities.
- 1 Acquisition streamlining and efficiency programs – such as consolidation of purchasing commands - have created the impression that small business utilization opportunities are diminishing.

The team adopted eight key initiatives to accelerate small business utilization such as, increase senior leadership accountability for exe-

cuting small business utilization improvement plans.

The Under Secretary of Defense for Acquisition, Technology and Logistics established semi-annual dates on which written reports addressing accomplishments toward meeting small business performance improvement initiatives would be submitted and evaluated based on the Agency's ability to meet their small business performance targets.

Some of the Defense Logistics Agency's initiatives include:

- 1 Identification of groups of competitive items which could be manufactured by 8(a), Historically Underutilized Business Zone (HUBZone) companies or for Total Small

Business Set-Asides.

"The fact that a manufacturer is in a HUBZone doesn't limit it to certain items," said Tom Ray, director, Small and Disadvantaged Business Utilization Office (DB). He continued, "And in fact, when you look at a list of contracts awarded to HUBZone firms, they cover the full range of products and services bought by DLA—JP8 fuel, natural gas, clothing and individual equipment items, industrial equipment, medical supplies, road wheels, storage batteries, cable assemblies, and hazardous waste disposal are examples. By definition, there aren't a lot of businesses in a given HUBZone, but looking at all the HUBZones across the country you see a diverse population of industries."

- 1 To develop and implement a training course for small businesses new to doing business with the federal government. The course will educate small businesses on doing business with the federal government, specifically DLA, and facilitate their competing more effectively in the new environment of long-term contracts, prime vendor contracts and other new business practices.

A Pilot Class for the "Doing Business with DLA, for Small Businesses" course was held at the Defense Training Center in Columbus, Ohio, on Jan. 23-24 to accomplish this objective.

"The course is set at an overview level and is not specific to any one DLA commodity group or activity," explained Peggy Glasheen, program manager of DLA's Small Business Reinvention Program.

The Pilot class had 50 attendees that included representatives from DB; DLA's Acquisition, Technical and Supply Directorate (J-33); Defense Supply Center Columbus contracting; DLA's Small and Disadvantaged Business Utilization (SADBU) Offices; 25 of DLA's Procurement Technical Assistance Centers (PTACs); the Small Business Administration; and one small business. DTC taught the entire course the first day. Attendees critiqued the course and asked questions the second day. Based on the class critique, the course is being revised and finalized. "The plan is to have the first class with small businesses at DSCC in April 2003," said Glasheen.

- 1 Develop universal small business training for DLA's acquisition workforce, which includes about 2,400 contracting people, according to Glasheen.

Most DLA activities have a Small Business Training course. Our sites trained 1,309 of DLA's contracting personnel in fiscal 2002, according to Glasheen. "Our office is consolidating the different training courses used by each of the activities into one DLA Small Business Training Course for Acquisition Personnel," said Glasheen. Each activity will have the option to include any additional information peculiar to their own activity to the final course.

- 1 Take a more focused approach to locate, inform, educate, and increase the participation of small business firms in DLA acquisitions. Specifically, targeted groups would include: small disadvantaged businesses (SDB), women-owned small businesses,

Small Business Reinvention is an O n g o i n g Initiative at DLA

HUBZone, Native American, and service-disabled veteran-owned small business firms. Small Business

Reinvention has provided focus in a couple of ways, according to Ray. “First, focus is provided by means of the small business report card,” said Ray. There are five small business programs—the overall category of all small businesses, then the four subsets of small disadvantaged business, women-owned small business, HUBZone small business, and service disabled veteran-owned small business. “Before the report card, if somebody asked, ‘How are you doing in small business?’ it was hard to answer in a meaningful way,” said Ray. “We would answer, ‘We did x percent in program a, y percent in program b, and so on.’ Or, we met the goal in program a and didn’t in program....” The report card gives a letter grade, based on progress in meeting statutory goals, in each category, and also permits calculation of a

“grade point average.” This provides a way to evaluate overall performance in the program, and identify which specific subprograms are pulling down overall performance, according to Ray. He added, “Reinvention also provides focus by requiring specific initiatives to improve performance. You can’t just say, ‘We’ll try harder.’ You have to look at the weak areas on your report card, and say, ‘Here are the specific steps I’m going to take to improve my grade in this program.’”

- 1 More closely ensure that data collected by the DLA Contract Action Reporting System

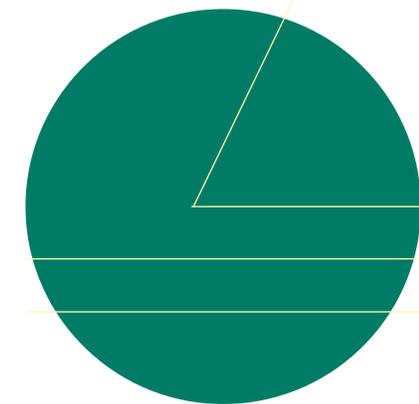
(DCARS) accurately reflects our small business program performance.

- 1 Analyze the reasons for the decline in small business performance for certain high dollar value commodities where small business performance is poor.

DoD has not issued final grades for fiscal 2002 yet. “Based on data we have now, DLA earned an overall grade point average of B for the year,” said Ray. He concluded, “Not bad for the first year, but we are pushing harder in 2003 to get an A.”

A specific date as to when DoD will issue final grades has not yet been set. ▽

Small Business Reinvention is an Ongoing Initiative at DLA



DOING BUSINESS WITH DLA

Zooming on the Battle Creek Customer Contact Center

By Kathy Hausknecht
DLIS Public Affairs

Future plans call for the partnering of contact centers, including the Battle Creek Customer Contact Center, to create a virtual DLA Customer Contact Center and establish one toll-free number. Currently, the Defense Distribution Center and the Defense Supply Centers in Richmond and in Columbus have their own CCCs and phone number, in addition to the BCCCC.

With the virtual CCC, customers would only have to remember one number when requiring assistance. Calls would be answered at any location and routed to the appropriate tier.

The virtual call center is based on a three-tier escalation system much like the



Doing Business with DLA

Zo^{IN}ming



▶ A customer's eye view, looking in to the Battle Creek Customer Contact Center.

BCCCC. Calls are answered by level one agents supported by contractors or government agents, more complex questions are answered by research specialists and finally by subject matter experts, who are located within the building but outside of the contact center.

The contact center will also use Magic software to create a corporate database of customer calls and requests. The BCCCC currently holds more than 265,550 records.

"Customer Relationship

Management or 'CRM' is one of the buzzwords you'll hear around here. It has to do with determining who the customer is, what are the customer's needs and how we can better serve that customer," said Customer Support Branch Chief Theresa Riley. "The virtual call center is part of CRM."

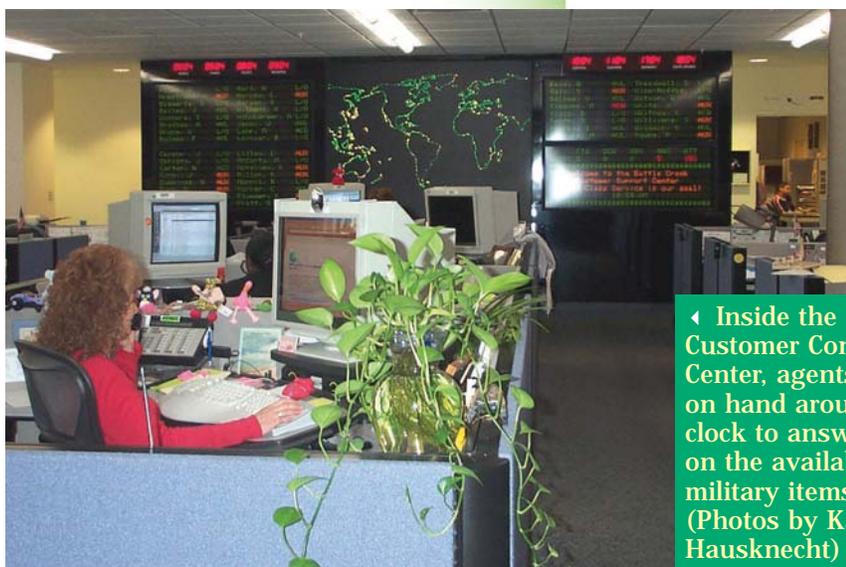
"We want to know what the customer is asking," said Denny Anderson, contact center manager. "With Magic, we have a repository of customer information. It

contains their issues and the resolutions."

When a customer calls the center, other information such as name, organization and address is captured. "If the customer calls again, instead of saying 'Hello, may I have your name please, we can say 'Hello John, how can I help you,'" said Anderson. "It's all related to CRM."

Also during the meeting two DLA Customer Service Representatives commented on the outstanding support DLIS has provided to them. Gretchen Keller and Suzanne Rieder, two DLA CSRs from the U.S. Army Tank-automotive and Armaments Command, Warren, Mich., shared compliments about the support they received from DLIS. CSRs are the liaison between DLA and the military customer.

"I had a boss who once told me, You don't have to know everything - you just have to know where to find it," said Rieder. "I know I can find it with DLIS." ▽



◀ Inside the Customer Contact Center, agents are on hand around the clock to answer calls on the availability of military items. (Photos by Kathy Hausknecht)

GIDM:

GOVERNMENT AND INDUSTRY DATA MART

The Government/Industry Data Mart is the portal for government and industry data exchange. Like one-stop shopping, GIDM is the one stop for eight different government web sites that pertain to part numbers, contracting, searching, environmental, as well as information on doing business with the government. Through these pages you will have access to:

The Central Contractor Registration system is a repository of all companies and agencies registered to do business with the Department of Defense.

The Universal Directory of Commercial Items is a global catalog of items based on commercial bar code, Universal Product Code, or European Article Number. The directory is open to the government and general public for viewing. Companies that label their products with UPC or EAN bar code may register and list new or modify existing product information via the Internet.

The U.S./Canada Joint Certification Program System assists in the identification of companies that have been assigned a Certification Number under the Joint Certification Program. The data

reflected in this application is for informational purposes only. Points of contact are provided to facilitate updates and corrections to the system.

The Business Identification Number Cross-reference System identifies foreign and domestic government/commercial contractors, manufacturers and suppliers. The system contains information on half a million businesses worldwide.

Information in the system is cross-referenced to permit inquiry by CAGE, DUNS, UPC, company name, phone number, country, SIC code and ZIP code.

The Government Industry Reference Data Edit and Review program works with government manufacturers and suppliers to maintain the correct relationship between the CAGE code, manufacturer part number and National Stock

Number. Companies receive a federal catalog extract of their products and identify

obsolete, incomplete, or inaccurate information. The program serves as a direct link between government and private industry to insure the flow of items needed to support DoD logistic requirement worldwide.

The DoD Business Opportunities provides an e-portal for vendors to identify business opportunities within the DoD components and then to locate the pools of procurement and acquisition information such as the Central Contractor Registration, the DoD component's technical data repositories and the corresponding bidding modules.

The Environmental Attributes Certification is DoD's and civil agencies database to encourage procurement of environmentally friendly products. Products that meet specific standards are identified in the Federal Catalog System with unique Environmental Attribute Codes and a 'green tree' symbol to help government procurement personnel readily identify them.

The Federal Logistics Information Service (Web FLIS) has two versions of WEBFLIS: Public Query and Restricted/Sign-on. Anyone with access to the Internet may access the Public Query version. Public Query searches are:

- 1 NIIN
- 1 CAGE Code (Manufacturer's address information only)
- 1 Part Number
- 1 CAGE Code/Part Number combination ▾



▲ **Access** to GIDM is with the following Web address: www.gidm.dlis.dla.mil

SERVICES

One Source Ordering: Customers Can Use Government Credit Card For Most NSNs

A new service called the Credit Card Ordering System, C-COS, is now available to U.S. and worldwide government customers.

On the Dec. 17, 2002, the ordering service was initiated that provides U.S. government customers who prefer to pay by government credit card the capability to order any Defense Logistics Agency National Stock Number item --except those managed by the Defense Energy Support Center-- by dialing 1.877.DLA.CALL and pressing number 8 on the telephone keypad.

After the caller presses eight, they are immediately connected with an order taker from Available Communications Inc. of St. Louis, Mo. The order takers are trained to search the DLA supply system through DoD EMALL for the NSN/NSNs that the caller specifies.

Although customer orders are entered into the DLA system through DoD EMALL it is not necessary for these customers to be registered in DoD EMALL in order to be able to

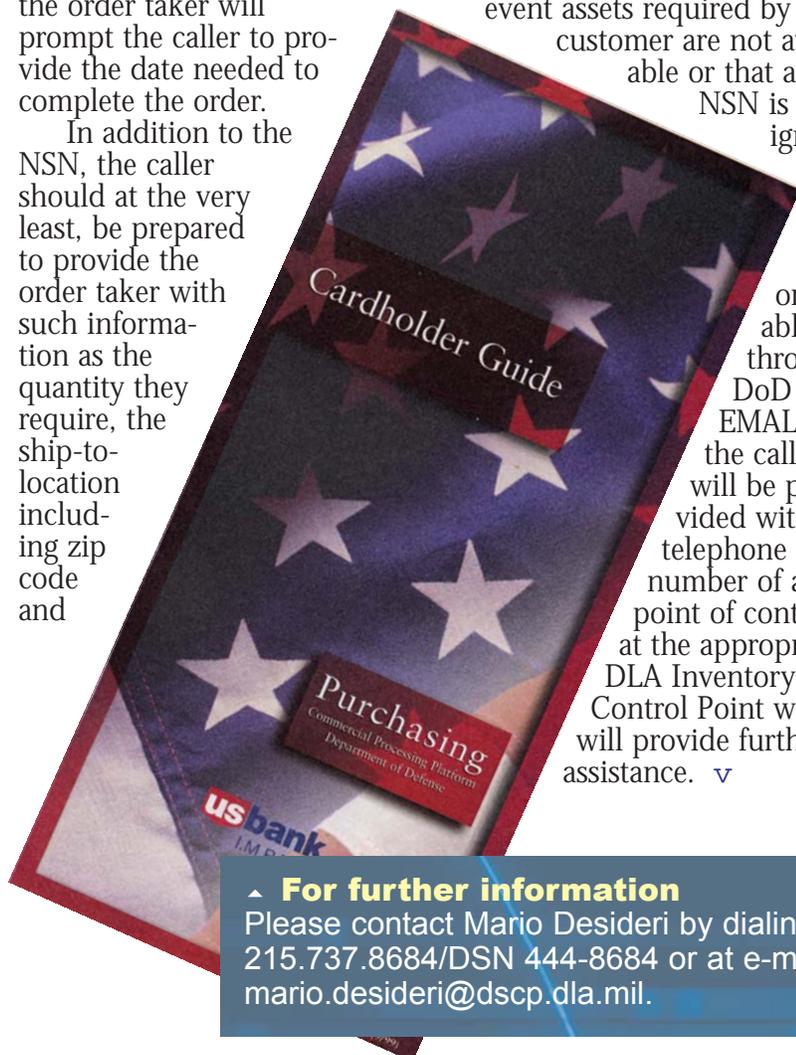
use this telephone entry service. If the materiel the customer requires is available, the order taker will prompt the caller to provide the date needed to complete the order.

In addition to the NSN, the caller should at the very least, be prepared to provide the order taker with such information as the quantity they require, the ship-to-location including zip code and

Department of Defense Activity Address Code, and the credit card payment data. In the event assets required by the customer are not available or that an

NSN is designated as not

orderable through DoD EMALL, the caller will be provided with the telephone number of a point of contact at the appropriate DLA Inventory Control Point who will provide further assistance. ▽



▲ For further information

Please contact Mario Desideri by dialing 215.737.8684/DSN 444-8684 or at e-mail mario.desideri@dscp.dla.mil.

MEDALS

The Gateway to Technical Data

Managed by Defense Logistics Information Service, the DoD central index/locator system called the Military Engineering Data Asset Locator System program is an interactive online system that indicates quickly and easily where engineering drawings or documents reside, and provide the user with the information and the ability to order it. The MEDALS program is a tool for those who do not know where engineering documents might reside, or where all revision levels are located. It also contains information on which repositories are holding specific engineering documents.

In October 1985, DLIS was directed to establish, maintain, and operate this system and it was implemented three years later. The MEDALS program serves as the DoD's only central locator system for engineering drawings and

DoD technical data repositories, which store, maintain, and distribute the engineering drawings, supply the MEDALS program with technical drawing indexing data and associated information. The MEDALS program in turn supplies this information to its customers along with the drawing locations.

MEDALS currently provides its customers with the location of over 33.4 million engineering data assets, located at 36 different data repositories. This translates to over 112 million images stored throughout DoD. The MEDALS program indexes information from a family of systems and electronic Product Data Management systems, or ePDMs, the most common being JEDMICS. Others include the CENTRA 2000 system located at U.S. Army Communications Electronics Command, N.J., Windchill, located at U.S. Army Tank-automotive and Armaments Command,

Mich., and other ePDMs located throughout DoD.

Most customers accustomed to using a specific repository will only go to that repository to get technical data. However the MEDALS program provides information about other repositories, which may be holding additional associated drawings that may or may not be located at the customers' accustomed repository. This data may indicate ancillary information associated with the document indexed at the original repository. Through the use of the MEDALS program the researcher can become a more well-rounded and informed researcher.

The MEDALS program management officer has enhanced MEDALS by taking advantage of advances in the information technology arena. They have done this by simplifying and accelerating research capabilities, incorporating system enhancements, and incorporating customer

MEDALS

MEDALS program are an asset in today's work environment, moving the customer around to the desired objective faster, easier, and more efficiently.

MEDALS is a graphic user interface Web based system accessible from any personal computer with Internet Web secure socket layer browser capability, such as Netscape Navigator or Internet Explorer, versions 3.0 or greater.

Primarily the MEDALS supports inquiries based on technical drawing information, such as drawing asset identifier--document number, commercial and government entity [CAGE] code, document type, and revision level-- document number/CAGE, document number, and document title. Users can also search for drawings based on drawing associated information, such as part number, part number/CAGE, and National Stock Number or National Item Identification Number.

In addition to the online Web access, the MEDALS program offers the same types of query options in a batch input format, known as batch inquiry, for users with high volume

inquiry requirements. Batch inquiries are submitted for processing electronically on-line or on compact disk-read only memory and floppy disks.

MEDALS supports an on-line order feature called Electronic Drawing Order Requests that allows authorized users to initiate an order request for engineering drawings distributed on hardcopy media, such as, CD-ROM, aperture card, and paper. The MEDALS program sends the EDOR via e-mail to the appropriate DoD technical data repository, which in turn distributes the technical drawing to the requester. For those users with EDOR authority, a history of orders placed within the last 90 days may be viewed.

Apart from the query capabilities to locate engineering drawings, MEDALS provides its users with system information through its on-line bulletin board. The MEDALS PMO posts news items pertaining to MEDALS where users may respond via an e-mail hyperlink.

The MEDALS program is funded through service level billing. ▽

requirements.

The addition of enhanced search capabilities will enable the MEDALS user to navigate more efficiently by providing alternate search options utilizing links and wildcard searches within the MEDALS program.

Hyperlinks to the data repository security and access screens allow the MEDALS user to perform research functions if a repository supports Web access. The link then returns the user to the MEDALS program for further research. These enhanced features of the

▲ **For more information** on the MEDALS program, its current initiatives and future enhancements, contact Warren M. Scott (program manager) at warren.scott@dliis.dla.mil (269) 961-5509.

Peckham Employees Important Part of Team

DLIS Provides Variety of Job Opportunities for Individuals With Disabilities



▲ Support for the DoD EMALL is provided by Peckham employees. Janet White (left) and Cindy Parker are helpdesk technicians for EMALL and resolve questions for customers. (Photo by Kathy Hausknecht)

By Kathy Hausknecht
DRMS Public Affairs

Approximately 70 percent of Americans with disabilities are currently unemployed. Instead of being contributing members of the workforce, many rely on welfare, Medicare/Medicaid and social security payments to cover the costs of basic needs and necessities. Under the Javits-Wagner-

O'Day Act, however, many individuals with disabilities have been able to find meaningful employment and bring home a paycheck. And at the Defense Logistics Information Service in Battle Creek, Mich., individuals with disabilities have found challenging jobs in a variety of areas.

The Battle Creek Federal Center, where DLIS is housed, prides itself on maintaining a barrier-free facility. It also has a

history of providing employment to individuals with disabilities. In 1998 DLIS teamed up with Peckham Inc., a non-profit rehabilitation organization, and continues to enjoy a successful and growing partnership with the agency.

DLIS Commander Col. Joseph Cassel, U.S. Marine Corps, is pleased with the "DLIS - Peckham relationship" and feels it reflects well on DLIS and the Defense Logistics

Peckham Employees Important Part of Team

DLIS Provides Variety of Job Opportunities for Individuals With Disabilities

Agency.

“By empowering all employees to contribute to the best of their abilities, which allows them to make a central contribution to our defense, we exemplify much of the very best of the Defense Logistics Agency and national goals embraced in the JWOD program,” Cassel said.

Where it all began - the Customer Contact Center

Four years ago, the world-class Battle Creek Customer Contact Center premiered at the Federal Center. The center was based on a three-tier telephone answering system. A level-one call agent answered the calls and tracked information about the caller and the nature of the call. If the call required more research, it was forwarded to the second and third tier, if necessary. DLIS had contracted with Peckham to provide level-one call agents for the call center.

DLIS management was impressed with the new look and new technology used at the center. But equally impressive was the original small team of level-one call agents. These six individuals were the first con-

tact that DLA customers had when searching for information to support the warfighter. Since the first group from Peckham began, results have been extremely good. From the beginning, there were fewer “hang-ups” or abandoned calls, and the number of calls answered was up.

Over the past four years, the relationship has continued to grow and be successful. Twenty-one individuals are now employed by Peckham at the center.

Joy Weckler, current Peckham project manager for the BCCCC, has been at the Federal Center since the center opened. She provides support to help employees develop good work ethics and business skills. She feels the contract is a good fit for both DLIS and Peckham.

“The group here works together as team. We share our knowledge and help each other improve our skills,” Weckler said. “When we think as a team and act as a team, we accomplish so much more than 21 people running in different directions. Being a team is what has made us successful.” Weckler continually reminds employees that “you are not an island. No single person can save the world, solve every problem or even catch every call that comes in.”

For DLIS, the contract with Peckham is just another way to provide better logistics support to the warfighter. In fact, in 2000 the BCCCC was awarded former Vice President Al Gore's Hammer Award for achieving the vision of a “government that works better and costs

less.” This was accomplished, in part, by successful staffing with a mix of government and contractor employees.

Expanding services within DLIS: New contracts call for account managers and supply technicians

But the contact center is not the only area in which people with disabilities are employed by Peckham. DLIS has awarded several contracts throughout the years and receives support services in the Central Data Library and Department of Defense EMALL as well as in facilities and administrative areas.

“At the moment, support for the DoD EMALL is our fastest growing contract,” said Lydia Christophel, contract services coordinator for Peckham. “We were awarded the contract in June 2002 with three employees and have already grown to six people.” The EMALL is a website for government and military employees to purchase various products online.

Three employees are helpdesk technicians assisting customers on the telephone. The other three are supplier account managers dealing directly with new suppliers and setting them up to begin selling their products. Sales on this contract have more than doubled in the past few months, according to Christophel.

Three Peckham employees work as supply technicians at the Central Data Library. They keep the library in order and ensure that items are easily retrievable. This involves scan-

ning documents and drawings and producing an effective filing system. Peckham was awarded the contract October 2001.

DLIS awarded Peckham a contract in 1999 for providing facilities support and currently 14 individuals are employed by Peckham. This contract handles a variety of tasks including mailroom operations, back dock and receiving, archiving, graphics and photography.

Several other employees from Peckham provide secretarial and administrative assistance within the DLIS products and services directorate, the command office, customer contact center (administrative assistance), cataloging maintenance directorate and the satellite training office.

Christophel provides case management and human resource support for Peckham employees working within the

Federal Center. She agrees that teamwork is the reason for much of the success that DLIS and Peckham have had with each other.

"When we ask Peckham employees what they enjoy most about working here, the response is nearly always the same -- the people," Christophel said. "It doesn't matter if they are from Peckham or employed by the federal government. It's the feeling of being part of the team."

Christophel points to the exemplary rating that Peckham received during its recent accreditation review. "We received the high mark because of the seamless integration of our employees at the Federal Center. We work side by side with government employees," Christophel said. "We're all on the same team and it shows."

And that teaming has made the relationship with Peckham a great example of an effective government contract in action. According to Cassel, the development and growth of the relationship with Peckham has made DLIS a model for other partnerships.

"Through innovation and exceptional teamwork, we have become an example of how highly-skilled employees with disabilities and other socioeconomic barriers can

mesh with the existing government work force, and meet the challenges we face today and tomorrow," Cassel said. "One visit to the Battle Creek Federal Center would convince anyone of the great citizenry, devotion and competence in place here."

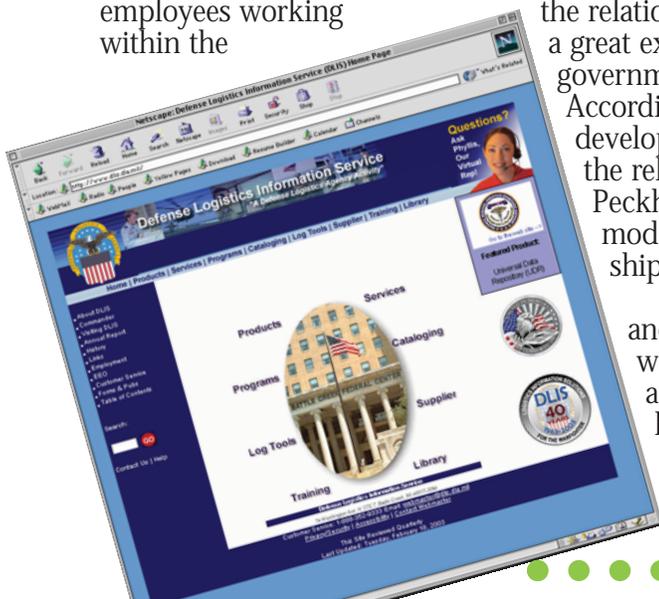


How it all works: The JWOD, NISH and Peckham connection

Peckham Inc., offers programs to individuals facing barriers which prevent them from entering the workforce. Physical disabilities are only one barrier individuals face when entering the workforce. Peckham also supports individuals impaired by brain injury, partial memory loss, car or work accident, post traumatic stress, or mental illnesses such as depression.

Peckham has a manufacturing facility and human services agency that promotes independence and self-sufficiency. The manufacturing facilities, located in Lansing and Charlotte, Mich., provide products for the military and automotive industry. In addition, Peckham focuses on partnering with other businesses to place individuals in the service industry.

The JWOD Act provides job opportunities for Americans with disabilities. JWOD encourages rehabilitation programs geared towards people with disabilities to provide goods and services to the federal government. NISH is a national program placing people in the workforce and works with non-profit rehabilitation organizations, like Peckham, employing people with disabilities. ▽



▲ **For more information** about DLIS or the DoD EMALL check the website at <http://www.dlis.dla.mil>.

DSCR Tailored Kit Fits the Bill

Delivering aviation part support in the form of a tailored kit is being performed at Defense Supply Center Richmond (DSCR). One of the first sets of kits developed by the new DSCR Kitting Branch in December 2002 provided the Navy's F/A-18 fleet with a kit containing spare rudder parts. These kits facilitate rudder repairs on the aircraft while contributing to increased F/A-18 readiness.

A kit has all the necessary piece parts to accomplish a particular maintenance effort. The efficiency of combining large numbers of smaller components required by a single maintenance task into one container reduces maintenance turnaround time and ultimately increases readiness.

A current kitting project at DSCR will provide Corpus Christi Army Depot with Defense Logistics Agency-managed kits containing parts directly in support of the Army's modernization program for the UH-60 Black hawk helicopter. This kitting effort is one aspect of support DSCR is providing to the new Lean Line production initiative at Corpus Christi Army Depot.

This initiative is expected to result in a 50 to 80 percent reduction in how many buildings are used during modernization, how many times an aircraft is moved and the distance traveled.

Kits under development at DSCR are tailored for customers and initiated through DLA weapon systems support managers and DSCR customer teams. The Kitting Branch develops a support strategy and initiates the initial kit contract, with DSCR Product Centers providing sustainment and National Stock Number management of customer kits.

Other kitting solutions are being developed for the A-10 Thunderbolt II, CH-47 Chinook and AV-8B Harrier. The Air Force A-10 project, called "Hog Up," will reinforce the aircraft's wings and extend

service life. The Air Force effort will initially provide 47 individual piece parts providing support through fiscal 2004.

"Kitting makes the mechanic's life easier, it makes the supply person's life easier," said Lt. Col. David C. Graves, chief of the Ogden Air Logistics Center customer team at DSCR. The Ogden center provides depot maintenance for the A-10.

"The customer will roll out a kit to the repair line, open the kit and all the parts required for a maintenance task will be there on hand," said Greg Sprouse, chief, DSCR Kitting Branch. "Kitting services are developed to a customer-defined requirement; therefore, each kitting effort varies from customer to customer," he said. ▽

▲ **For more information on kitting,** contact Greg Sprouse at (804) 279-1353, DSN 695-1353, or by e-mail at greg.sprouse@dla.mil.

WARFIGHTER*NET

The Defense Supply Center Philadelphia's Warfighter.net is an online order fulfillment and robust information system for DSCP's Clothing and Textiles Directorate. It offers 24-hour ordering convenience, a photo-filled catalog and a user-friendly supply system that accelerates the logistics process and minimizes customer wait time. Warfighter.net's entire catalog is open and accessible for "window shopping" or for research to find just the right item. Simple or advanced searches can be executed by entering a keyword, description, national stock number, military specification number or procurement grouping code. Searches can also be tailored to the using service(s).

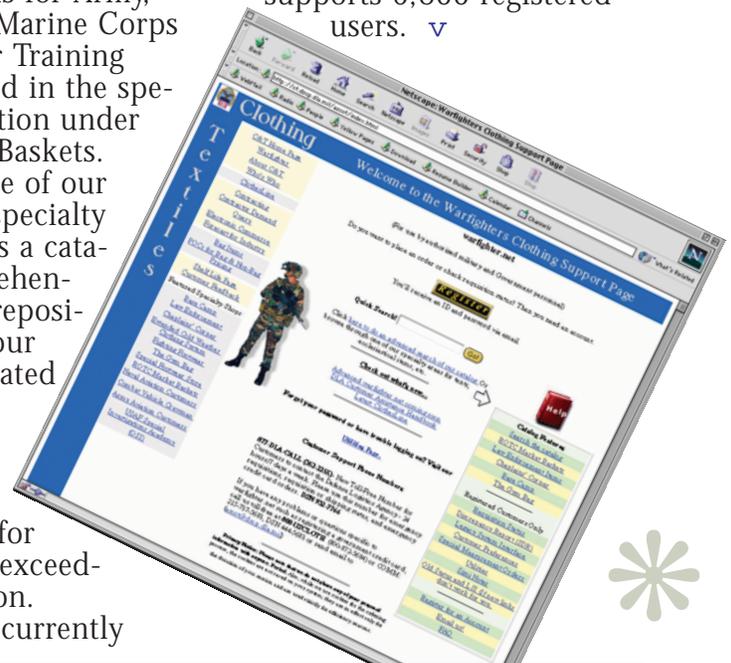
For registered users, warfighter.net accepts orders for regular and special measurement clothing and footwear. It provides stock on hand, item manager notes, requisition and shipment status, delivery information and also accepts online submissions and tracking of supply discrepancy reports. Our Legacy System Interface program is a powerful management tool that allows registered users to obtain or download information on their requisitioning history, or that of their subordinate units, for inclu-

sion in their own systems. Specialty shops, which are mini-catalogs tailored to specific demographic groups, identify unique shopping needs and make error-free ordering a reality. They cater to such diverse groups as chaplains, law enforcement officials, Army and Navy aviators, combat vehicle crewmen, users of physical fitness uniforms, extreme cold weather clothing system items, regular footwear and boots along with special measurement and orthopedic footwear and boots. Complete needs for Army, Air Force and Marine Corps Reserve Officer Training Corps are found in the specialty shop section under ROTC Market Baskets. Base Camp, one of our most popular specialty shops, provides a catalog and comprehensive technical repository for all of our tentage and related items.

Business continues to grow on the site with sales for last fiscal year exceeding \$336 million. Warfighter.net currently

accepts MILSBILLS or government purchase cards for payment. Look for the new, enhanced warfighter.net due out this summer. Among its many new features, the site will use shopping carts and offer the availability of stored, reusable carts. Payment methods will be expanded to include acceptance of personal credit cards from authorized Department of Defense customers who will be validated through the Defense Enrollment Eligibility Reporting System.

Warfighter.net currently supports 6,800 registered users. ▽



▲ **For more information** on becoming a registered user, please look us up on the Web at www.warfighter.net or call us at 1-800-USCLOTH.



◀ Nannette Tamura is doing her best to educate customers on the importance of DRMS disposal mission.

The Service Manager

seen as
“disposal educator”

Public Affairs Office
DRMS International

Nannette Tamura, Pacific zone's service manager, sees herself in a front-line customer service role. “Part of what I do is promote our initiatives and our corporate vision,” she said. “I’m like a disposal educator and advisor on everything from reutilization to demilitarization, you name it!”

One of her biggest challenges is to develop an awareness of the importance of the disposal mission. “I help people understand that disposal is important,” Tamura said. “I think the importance of our mission is something that many people don’t take into consideration.”

Tamura is determined to make a difference and provide a better understanding of Defense Reutilization and Marketing Services' operations and services. “I’m out there to help in any way, including helping our customers better understand how

much we can do for them,” she said.

Part of the education process is reaffirming the importance of correct property disposal.

“It’s important that we dispose of property in the right way,” Tamura stated. “Especially when it comes to items that need demilitarization. People sometimes ask, ‘Why so many regulations? Why do it this way?’ And I reply, ‘It’s important, we do it for a purpose, and then give them the reasons why.’”

Tamura visits customers as required, not on a set schedule. “I also help put on open houses for customers,” she added, “with the help of people at our DRMOs, Defense Reutilization and Marketing Offices.” The open houses are held annually in Guam and in Hawaii. “I call them open houses, but they’re really sort of day seminars and workshops on all aspects of our business.” Tamura has also conducted open houses at customers' facilities. “I’ve done on-site open houses with the

Marines, for instance, because it was easier on the customer.”

Because of the many changes DRMS is making, one of a service manager's key challenges is to keep up with all the changes, she noted. “With every new initiative, there are lots of new questions,” Tamura said. “So I often go to headquarters for clarification.”

She provided an example, citing the Commercial Venture initiative: “There were a number of issues with Commercial Venture, for instance, and that’s typical. The standard operating procedures give you the process, but there are still lots of questions.” Tamura works with DRMO chiefs to clarify such issues, resolve problems, and help institute change. “I’m really helping people to better understand a new way of doing things,” she said. “That’s a big part of my job. I do my best to educate customers on the importance of our disposal mission and the changes we are making to do a better and better job for them,” she concluded. ▽

DLA CLASSES IN EUROPE HIT

1000

Defense Logistics Agency classes taught at the 7th Army Training Center, Vilseck, Germany, reached the 1000 mark in January. More than 1600 students have learned about DLA systems, such as WebCATS (Web-based Customer Account Tracking System) and SAMMS (Standard Automated Materiel Management System), through courses given there since 2001.

In addition to the weekly classes at Vilseck,

▲ To schedule a class on WebCATS or another DLA system, contact Brazier at DSN 338-7617 or e-mail: pbrazier@europe.dla.mil

DLA customer support representatives are ready to visit a unit and provide hands-on training in the DLA systems.

“Our goal is to enable the customers to help themselves with the easy issues, like checking stock availability, so we can focus our efforts on helping them

with the most critical readiness issues,” says Percy Brazier, chief of customer readiness and support at DLA Europe headquarters in Wiesbaden, Germany. “We will tailor the training to meet the unit’s requirements. They just have to call us to schedule a date.” ▽

POP

**Is it a carbonated beverage?
Or the missing link that follows
Snap and Crackle?**

Well, POP in the Department of Defense world stands for Performance Oriented Packaging. POP is packaging designed to transport hazardous material. POP markings are applied to packagings that have been tested and pass a series of tests designed to simulate the stresses of transportation. These tests include drop, hydrostatic pressure, leak proof, stack, and vibration tests, based upon U.S. regulations. These regulations are based upon United Nations recommendations, which harmonize worldwide standards.

POP was introduced into international packaging regulations in 1989 and was made a mandatory requirement for shipments outside the continental U.S. on Jan. 1, 1991. During the following five years, POP was phased into the Code of Federal Regulations 49, the rules set forth by the U.S. Department of Transportation. POP

became the law of the land for packaging of all regulated hazardous material shipments, both overseas and in the continental U.S. in 1996.

The Defense Logistics Agency lead center for distribution, the Defense Distribution Center Operations Division, manages a Packaging Design and Testing Program and a computer-based program called Packaging for United Nations Conformance-POP for DoD. The program consolidates testing completed by all military services into one database. Once a packaging design passes POP testing, the POP team enters it into the automated program and all DoD employees responsible for the packaging of hazardous materials use the program to obtain tested, approved packaging configurations. DDC designs and arranges testing for all hazardous materials except Hazard Class 1 Ammunition and Explosive items. Each



▲ Linda McCarthy and Christ Megoulas explain hazard classes subject to POP requirements. (Photo by Stacy L. Umstead)

military service managing Class 1 material designs and tests the packages and submits the reports to DDC for inclusion in the POP Program.

POP provides functionality to make labels compatible in size and format with U.N. requirements. Current users include U.S. Army, Marines, Navy, Air Force, Coast Guard, DLA, numerous military reserve units, and the General Services Administration. The program is available for use directly off the DDC web-Site at <http://www.ddc.dla.mil/pop>. POP is also available in a stand-alone format (without the graphics features), for use during deployments. The files for the stand-alone are available at the same web site and the database must be updated monthly to assure use of the most current packaging



▶ **Linda McCarthy,**
DDC Logistics
Operations, conducts
POP training. (Photo
by Stacy L. Umstead)

information.

The DDC POP team offers comprehensive training to all DoD entities on use of the POP program. POP training curriculum includes an orientation, general packaging requirements, package markings, use of Selective Testing Variations, exemptions and approvals. Training topics also include Hazardous Material Identification and U.N. and Military Standard 129 markings. Since 1998, DDC has trained over 750 people.

A new initiative in POP training is the use of Interactive Video Tele-Training over the satellite system. DDC has completed three broadcasts in fiscal 2003 that were carried on the Government Education and Training Network.

The DDC POP team, led by Senior Packaging Specialist Susan Earle,

includes members, Linda McCarthy, and Christ Megoulas. McCarthy is a veteran with the POP Program working POP issues since 1994. Megoulas joined the POP Team in 2000. In addition

to administering the testing program for DoD, they are responsible to maintain the program and serve as instructors. They are available for consultation to provide technical assistance concerning POP packaging issues. The team says, "We are here to serve DoD. This is your program and we are part of your team. Make us work for you."

DDC is headquartered in New Cumberland, Pa., and is responsible for receiving, storing and issuing more than four million military items annually in support of Army, Navy, Air Force, Marine Corps and other federal agencies worldwide. DDC is comprised of more than 8,000 military and civilian personnel in 22 centers located throughout the U.S., Germany, and Japan. ▽

▲ **How do you obtain POP training, or have your satellite site added to a future training broadcast?** Call the POP Team at (717)-770-8238 or (717) 770-5449 (DSN 771) or e-mail Popsupport@ddc.dla.mil.

POP

ENVIRONMENT

Department of Defense Named “Champion” for Pesticide Management

By Brenda B. McCormac
DSCR Public Affairs

The U.S. Environmental Protection Agency has selected the Department of Defense Armed Forces Pest Management Board as a “Pesticide Environmental Stewardship Program Champion” of 2002.

AFPMB was recognized for its extraordinary level of commitment and outstanding efforts to reduce pesticide risks and protect human health and the environment. Out of 130 participants in the EPA program, only 18 were selected as “champions,” with DoD being the only federal agency.

Defense Supply Center Richmond’s Product Center 4 manages Federal Stock Classes 6840 (pesticides) and 3740 (pest management equipment), under the purview of the AFPMB and DoD/Defense Logistics Agency regulations.

The voluntary EPA program

forms partnerships with pesticide users and implements pollution prevention strategies. The champions were selected based on their outstanding efforts promoting integrated pest management and advancing pollution prevention. They also are being honored for their extraordinary level of commitment to protecting human health and the environment.

The AFPMB is comprised of DLA, military services and other federal agencies. Members of the board work to ensure that deployed ground forces and military installations have effective control of pests and insects that carry diseases. The board also works to incorporate the use of bio-pesticides and non-chemical or least-toxic chemical techniques to control pests and disease vectors. It is the lead advocate for the use of personal protective measures against vector-borne diseases, further reducing reliance on pesticides.

DSCR chemist Clifford

Myers has served on the board for 18 years and is chairman of the Pesticides Committee. “DSCR Product Center 4 personnel have helped provide effective and improved pesticides, repellents and herbicides that help protect our troops and make the environment a safer place to live and work,” said Myers. “Their commitment to ensure that our troops have these pesticides and are able to perform their mission has been outstanding. It is an honor to work with outstanding professionals at the AFPMB and DSCR.”

Capt. Gary Breeden, U.S. Navy, executive director of the AFPMB, noted that DSCR, as the central coordinating agency for DoD’s pesticide management program, and Myers, in his dual key roles as longtime chairman of the Pesticides Committee and strong advocate of DoD’s war fighter support mission, can take great pride in their contributions to AFPMB receiving the award. ▽

DATA SYSTEM TRACKING

HAZARDOUS

ITEMS OF SUPPLY

The Environmental Reporting Logistics System is the Defense Logistics Agency's automated information data warehouse that translates hazardous items of supply as currently identified within the Department of Defense by National Stock Numbers into the more specific description of each item's chemical ingredients as identified by the Environmental Protection Agency.

Using this expanded definition, ERLS then categorizes hazardous substances for report preparation and assists in the reduction of toxic chemical releases as required by Executive Orders 13101, Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition, and 13148, Greening the Government Through Leadership in Environmental Management. As one system, ERLS gives environmental specialists, installation commanders, and DLA managers the capability to support Emergency Planning and Community Right-to-Know Act report-



ing requirements and measure specific pollution prevention efforts.

ERLS calculates daily product, chemical and isotope inventories, provides notification of chemicals nearing or exceeding threshold quantities, and produces annual Tier I and II reports for EPCRA. In addition, ERLS provides Chemical Balance Reports that may be furnished to an environmental office by a DLA activity that is a tenant of an installation.

Inventories for Clean Air Act chemicals with their specific thresholds were part of new ERLS function-

ality added late in 2002. In addition, DLA activities in California now have the ability to report inventory by product, using California's specific thresholds, on an OES Form 2731.

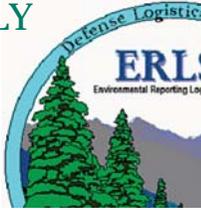
For activities that are tenants of non-DLA installations in

California, a product balance report is now available, that shows all products, their chemical ingredients, and their storage locations for a given year. For example, a Defense Reutilization Marketing Office located on an installation in California could print the Installation Product Balance Report in ERLS and provide it to the environmental office at their installation for inclusion on the OES Form 2731, without any additional effort. Data is already being collected and chemical inventories are already being calculated for all DLA activities daily, so

DATA SYSTEM TRACKING HAZARDOUS ITEMS OF SUPPLY

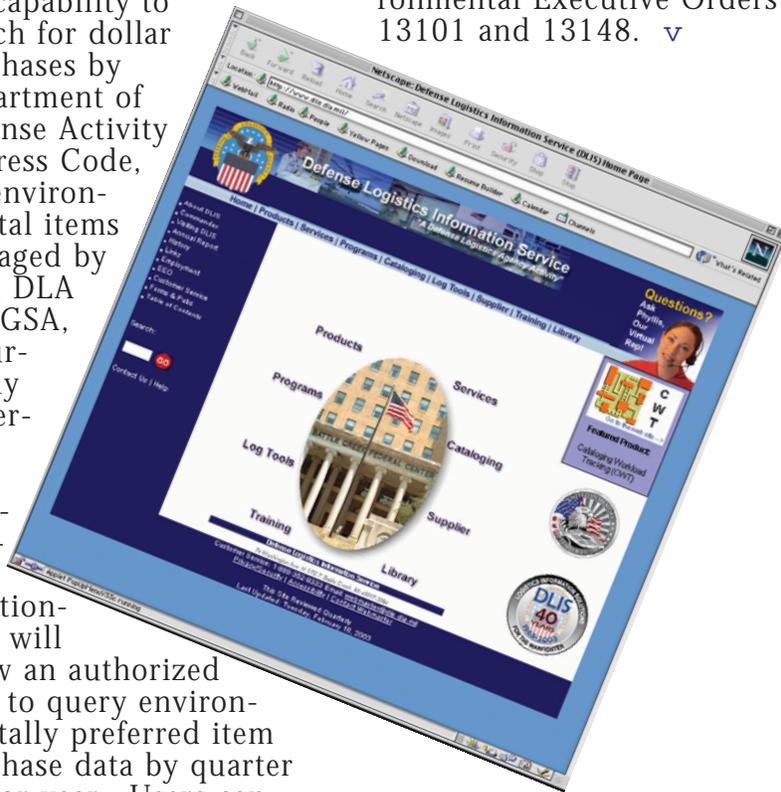
there is nothing an activity has to do in order to monitor their hazardous inventories, except request a user logon to ERLS.

In addition to pushbutton EPCRA Reporting, ERLS can also assist in Resource Conservation and Recover Act pollution prevention reporting. ERLS provides visibility of environmentally preferred items and tracks requisitions and acquisitions for those environmental items. Enhancement of the capability to search for dollar purchases by Department of Defense Activity Address Code, for environmental items managed by both DLA and GSA, is currently underway. This additional functionality will allow an authorized user to query environmentally preferred item purchase data by quarter and/or year. Users can expect to see this information available at the DLIS



Web site: www.dlis.dla.mil, in early spring 2003.

The primary benefits of ERLS are having centralized availability of hazardous inventory data and the elimination of the manual effort to prepare reports. The improved accuracy of EPCRA reporting with minimal manual intervention makes the use of ERLS a good idea for any DLA activity that buys, sells, stores or reports on hazardous materiel. The additional benefits of environmentally preferred item management and RCRA reporting provide the visibility an environmental specialist, installation commander, or DLA manager needs to monitor progress and compliance with environmental Executive Orders 13101 and 13148. ▽



By Steven J. Harris
Environmentally Preferable
Products PM

DLIS

The Defense Logistics Agency and the Defense Logistics Information Service have added a new element to the Federal Logistics Information System. This new element, called an environmental attribute code, or ENAC, indicates products that are considered "green," meaning that they are environmentally preferable over other similar products, and signify that a product meets strict, definable environmental standards and criteria from an approved certifying organization.

To aid customers in identifying these 'green' products, a unique ENAC has been assigned in FLIS. FLIS users can find Environmentally Preferable Products during a standard query process, with the ENAC appearing in the item identification section, and the clear text decoded definition appearing in the decoded characteristics section. Environmentally preferable products are also highlighted in EMALL and on the FED LOG CD/DVD by a distinctive "green tree" symbol.

Vendors with National Stock Number products in FLIS now have an opportunity to "self-declare" that their products are "green" if the product meets one or more of the approved DLA Environmental Attributes. The self-declaration feature can be found on the interactive Government Industry Reference Data Edit and Review (I-GIRDER) at:

http://gidm.dlis.dla.mil/env_certification.asp. DLA catalogers will verify the environmental claims

DLA EPRO

Buying "GREEN" through the Federal Logistics Information System



Environmentally Preferable Products Program

made by vendors through the self-declaration website.

Information about the DLA Environmentally Preferable Products program, including the most current list of approved environmental attributes and a list of "green" NSN's updated quarterly can be found at our Environmentally Preferable Products home page:

<http://www.epro.dlis.dla.mil/>, or e-mail

environmental@dlis.dla.mil

Current DLA - approved environmental attributes include:

- 1 Environmental Protection Agency - Comprehensive Procurement Guideline Products
- 1 Department of Energy - Energy Efficient Product Guidelines
- 1 Department of Energy - Water Conserving Products Guidelines
- 1 California - Low Volatile Organic Compound Product Guidelines

The two newest Environmental Attributes added to the FLIS:

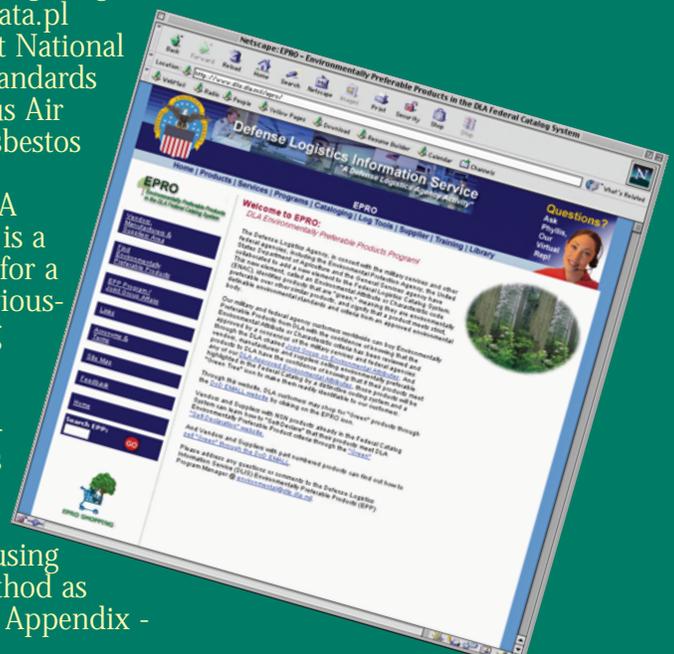
- 1 Federal Energy Management Program - Low Standby Power Guidelines: Products

that use minimal power when in a Low Standby mode, as outlined in Executive Order 13221 as listed in the Department of Energy Federal Energy Management Program listing of Standby Power Devices which can be found on the FEMP website at:

http://oahu.lbl.gov/cgi-bin/search_data.pl

- 1 Clean Air Act National Emissions Standards for Hazardous Air Pollutants Asbestos Alternative Guidelines: A product that is a replacement for a product previously containing asbestos that contains less than 1.0 percent asbestos by weight or area (as determined using EPA Test method as published in Appendix -

E 40 CFR 763.163, Subpart E or equivalent ASTM Test Method). Asbestos alternative products are identified for DLA by the Defense Supply Center, Philadelphia, in concert with the Navy Environmental Office. ▽



▲ **Additional information** on the DLA/DLIS Environmentally Preferred Products program can be found at <http://epro.dlis.dla.mil>.

By Joann Glasgow
DSCP

The Defense Logistics Agency (DLA) supplies the Nation's military services and several civilian agencies with critical resources they need to accomplish their worldwide missions. The Defense Supply Center Philadelphia (DSCP) is one of the DLA Lead Centers. Each year, DSCP supplies and manages over \$7.66 billion worth of food, clothing and textiles, pharmaceuticals, medical supplies, and general and industrial items in support of America's warfight-

items identified is due to an increase in the number of items DSCP manages. These items include common hardware such as gaskets, packings, o-rings, nuts and bolts, etc., which were formerly managed by the military services.

One of DSCP's customers, the Department of Navy, has made a conscientious effort to eliminate asbestos from shipboard use. To assist the Navy, representatives from DSCP, Naval Sea Systems Command (NAVSEA) and their independent consulting firm, Bolt Beranek and Newman Systems and Technologies, formed a partner-

Federal Supply Class 5330, Packing and Gaskets. The task team members were selected from all areas of supply chain management to ensure that all supply chain issues were identified. DSCP has made noteworthy efforts, in coordination with the Navy, to reduce the number of National Stock Numbers (NSNs) containing asbestos. As a result of the Asbestos Task Team's proactive efforts, a 50 percent replacement rate for asbestos-containing material (ACM) items has been accomplished. These 7,000 items have been replaced with Original Equipment Manufacturer items.

Defense Supply Center Philadelphia Tackles Asbestos

ers worldwide.

Traditionally, a large quantity of the general and industrial items contained asbestos, an identified carcinogen, and issues were raised about the advisability of DLA processing and providing such material. DSCP accepted the challenge to provide its customers with items that are safe and at the same time meet mission specifications.

The first task was to identify which DSCP-managed items contained asbestos. Approximately 7,900 asbestos items were identified in 1998. The vast majority of these items are in Federal Supply Class 5330, Packing and Gaskets. Today DSCP has identified over 14,000 items. This increase in

ship to explore the funding and testing of non-asbestos packings.

The partners conducted subsequent meetings and visited the Great Lakes Training Center (site of shipboard equipment staged for training purposes) and John Crane, Inc., a manufacturer of gaskets and packings, many of which contained asbestos, to review test plans and capabilities in search of non-asbestos substitutes for NAVSEA-controlled specifications and standards. This effort developed into the NAVSEA Asbestos Elimination Program, which is still ongoing.

DSCP's second initiative was to establish the Asbestos Task Team. This team was assigned the responsibility to help resolve the asbestos issues surrounding

To ensure the best data is available to our customers, DSCP, in agreement with the Navy, mandates assigning different NSNs to ACM and non-ACM items, because even if the date when the manufacturer stopped using asbestos in the product is known, these materials may become co-mingled as older items are turned back in to the depots. If ACM is damaged or becomes obsolete, it is wrapped in triple bags and placed in an approved landfill in accordance with Environmental Protection Agency regulations.

DSCP's current policy is not to accept returns of ACM, but as military service depots are being turned over to DLA, military installations are being closed and

ships are being decommissioned, a significant amount of asbestos-containing material is still being returned to the various DLA depots. Also, there are NSNs that have multiple part numbers for more than one manufacturer, which can result in co-mingling of ACM and non-ACM stock.

The Asbestos Abatement Program is a proactive engineering effort by the Inventory Control Point Specialists who work diligently to reduce the number of NSNs containing asbestos. Efforts are coordinated with the Navy to identify and test alternative items, and obtain military service (Engineering Support Activity) approval for use of asbestos alternatives in

Hazardous Warning Label to the product are required.

DSCP's third effort is to help our customers identify ACM parts and to determine if a non-ACM replacement part is available. DSCP has developed an asbestos database to assist in recording the NSNs that have been identified. This database identifies ACM, and non-ACM NSNs and NSNs that have been cancelled without replacement. DSCP was contracted by the Navy to make this database available via the Navy Bulletin Board System. Originally, DSCP uploaded the database to the bulletin board biweekly, and it was accessible to all Navy customers via a modem. As the

http://206.38.38.10/misc/qbe.asp?dsn=asbestos&table=asbest_e

Several European countries have requested our assistance in identifying asbestos items and replacement items. Procedures were established for the Defense Logistics Information Service to work with the North Atlantic Treaty Organization countries to review the replacement items. In an effort to improve their own supply systems, several countries have implemented DSCP procurement procedures.

In 2002, DLA Headquarters engaged the Defense Logistics Agency Office of Operations Research and Resource Analysis as an independent agency to review and validate the success

Elimination

lieu of asbestos-containing items.

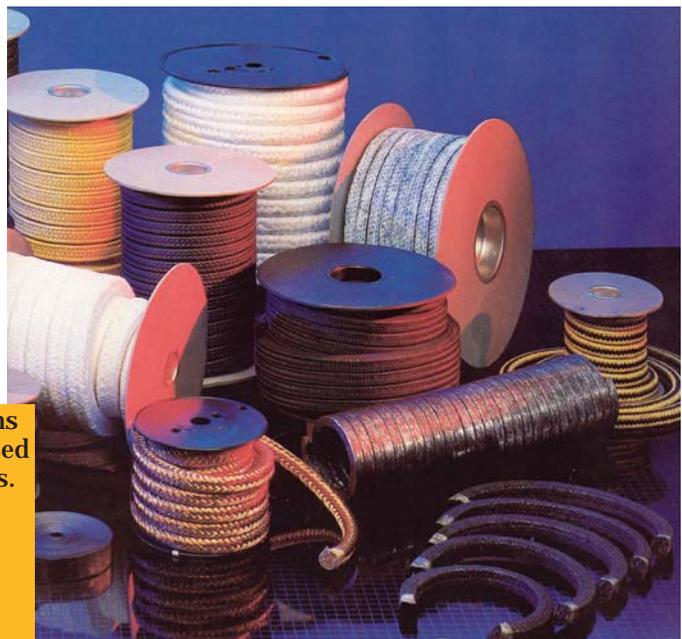
DSCP and the Navy have spent thousands of hours verifying asbestos versus non-asbestos products by testing military specification items and by letters sent to the original equipment manufacturers to identify non-asbestos replacements. However, there are still some items that have no replacements. If acquisitions are suspected of containing asbestos, a call is placed to the item suppliers, and they are required to advise DSCP if asbestos was used in manufacture of the product. If asbestos was used, then submission of Material Safety Data Sheets and attachment of a

database became well-known, other military services and federal agencies requested access.

Due to its popularity, the database was made available on the World Wide Web. Any DLA customer can assess the Web site at

of DSCP's Asbestos Replacement Program. The following paragraphs are excerpts from their

► This photo shows various forms and sizes of asbestos packing used on naval ships pumps and valves. These materials are replaced by graphitic material that perform more efficiently and last longer. (Photo courtesy of Dayton T. Brown)



findings:

DSCP has been most proactive in dealing with the problem of asbestos containing material. This is due to the interest of the Navy in eliminating asbestos from shipboard use, where possible. Item managers and equipment specialists understand the procedures to handle items flagged as ACM, and the specialists work towards getting ACM items out of the DLA/DSCP procurement system. DSCP is also working closely with a NAVSEA contractor to find non-asbestos containing substitutes for ACM items. DSCP also has a good working relationship with the Defense Distribution Depot

the San Diego, Calif., depot a "Clean Room" was built for cutting and repackaging of asbestos and asbestos-containing gaskets and packing materials.

The data obtained also shows two key items of interest and this is the distribution of ACM NSNs by Federal Supply Class and the depots where the assets are physically located. Federal Supply Class 5330 contains 10,398 NSNs, and is managed by DSCP. DSCP has been very proactive in addressing the issue since they are the inventory control point with the largest amount of ACM items and they are facing the co-mingling issue.

In summary, through DSCP's

due to their application, are still maintained, stocked, and carefully monitored. These items are stored at minimum levels.

Department of Defense customers worldwide are aware of the DSCP Asbestos Database website and its importance to them in making a product choice. The DSCP technical specialists, item managers, and contract specialists are all trained and aware of the importance of providing non-asbestos replacements for our customers. DSCP's relationship with the depots that store the asbestos items is one that promotes interaction of procedures and provides assistance. DSCP and the

Defense Supply Center Philadelphia Tackles Asbestos

..... Elimination

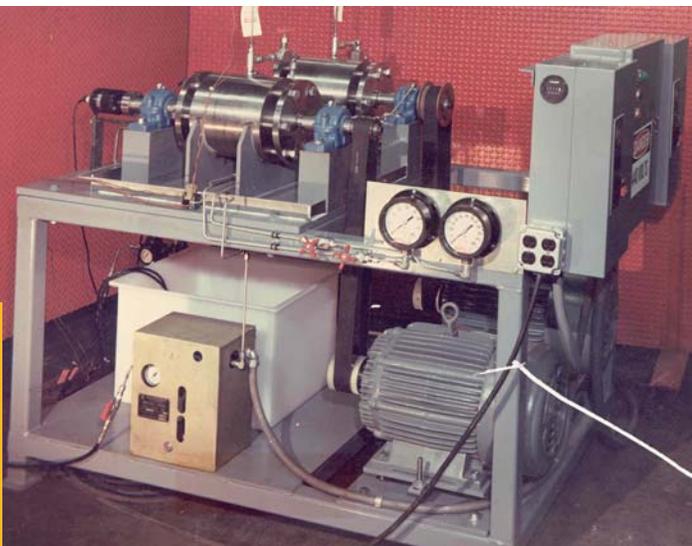
Susquehanna, Pa., (DDSP), where a large portion of DLA's ACM gasket and packing inventory is stored. The personnel at DDSP have the material segregated, understand proper handling procedures, have a good disposal means in place, and they are clearly taking the necessary steps to eliminate asbestos from DLA's gasket and packing inventory.

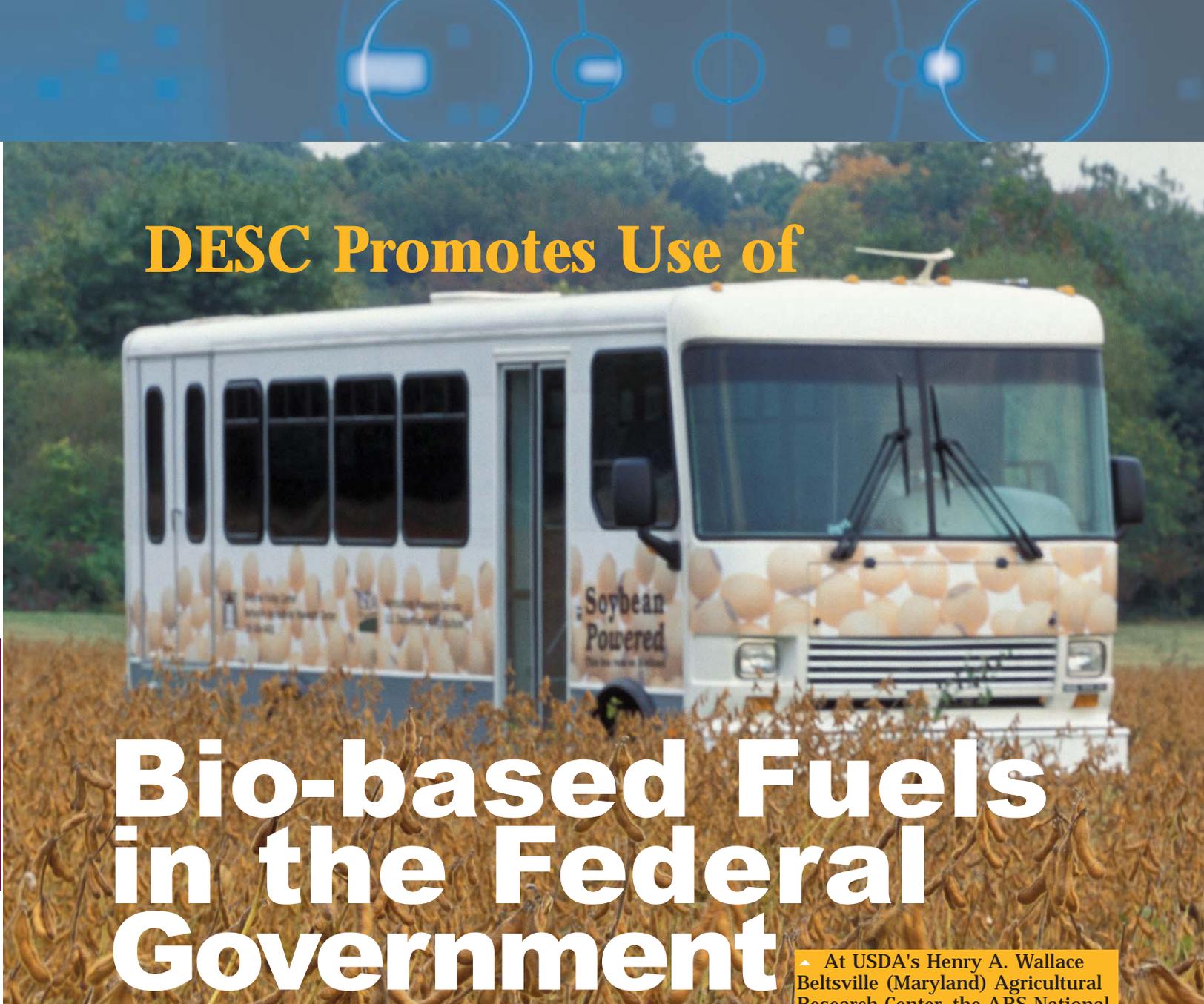
Along with DDSP, other depots continually submit samples for testing and each depot provides safe disposal of asbestos items when replaced or deemed obsolete. In 1989, at the DDSP depot and in 1994 at

diligent work, most of their managed ACM items have been identified and Non-ACM replacements have been verified through testing and contact with the original equipment manufacturers. ACM items without replacements,

depots work together as a team committed to providing customers with an environmentally safe product of choice. ▽

► This is a typical test stand used at Dayton T. Brown Laboratories in Long Island, NY. This setup will operate for hundreds of hours to determine acceptance or failures of potential non-asbestos replacements. (Photo courtesy of Dayton T. Brown)





DESC Promotes Use of

Bio-based Fuels in the Federal Government

By Pam Serino
DESC

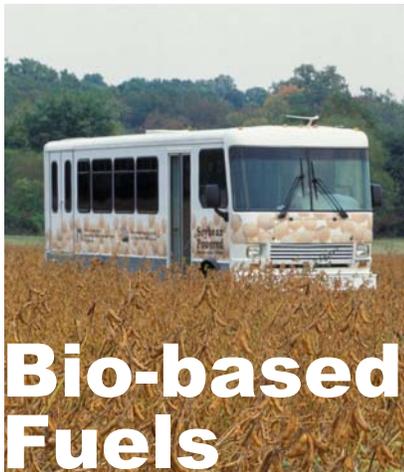
In accordance with Executive Order (EO) 13101, the Defense Energy Support Center (DESC) has actively promoted the use of bio-based fuels within the federal government. Specifically, DESC has led the way for the military services and federal civilian organizations in the procurement of E85, a blend containing 85 percent ethanol and 15 percent gasoline, and B20, a blend containing 20 percent long chain fatty acids derived

from vegetable oils and 80 percent low sulfur diesel fuel.

In December 1999, a memorandum from the Office of the Secretary of Defense for Acquisition and Technology, appointed Pam Serino of the DESC Product Technology and Standardization Division (DESC-BP) as the technical point of contact for biodiesel. At the time little was known about the procurement of alternative fuels. Serino and the DESC-BP staff worked with the Department of Energy (DOE) and Office of the Secretary of Defense for Environmental

▲ At USDA's Henry A. Wallace Beltsville (Maryland) Agricultural Research Center, the ARS National Visitor Center tour bus fueled with soy-based biodiesel passes a soybean field ready for harvesting. While USDA leads the way in using biofuels for vehicles and heating buildings, ARS scientists work to improve the production efficiency of soy diesel, ethanol, and other biofuels. (Photo by Keith Weller)

Quality to become proactive in the implementation of bio-based alternative fuels in federal government fleets. Compliance was not only based on EO 13148, Greening the Government Through Leadership in Environmental Management, but also EO



Bio-based Fuels

13149, Greening the Government Through Federal Fleet and Transportation Efficiency. Federal agencies are mandated to decrease their petroleum consumption by 20 percent by 2005 and 75 percent of their administrative fleet must be alternative fueled vehicles. EO 13149, section 403 c, is also consistent with EO 13101, stating that Federal agencies are encouraged to use bio-based motor vehicle products when such products are reasonably available and meet applicable performance standards.

In addition to reducing the amount of regulated exhaust emissions, bio-based fuels also decrease the amount of imported petroleum based fuels. Studies with E85 conducted by DOE showed a substantial decrease in a number of emission components. Compared to reformulated gasoline E85 had a 7 percent reduction in CO₂; benzene and 1,3-butadiene were 80 percent lower; and Nox was reduced by 25 percent. Because of the 85 percent ethanol, there was an increase in acetaldehyde and a slight increase in formaldehyde, but

there was an overall decrease in the most toxic of the emission components. Tests conducted by EPA on B20 found a reduction of 11 percent in particulate matter, 21 percent in hydrocarbons, and 11 percent in carbon monoxide. It was also found that the numbers changed depending on the base blendstock and the quality of diesel fuel used. From the three sources tested (soybean oil, rapeseed oil and animal fat), soybean oil was found to have the highest reduction in regulated exhaust emissions.

Since a commercial specification for E85 had already been established through ASTM International, there was no technical preparation for the procurement process to be implemented. However, no specification existed for B100, the pure methyl ester blendstock, or B20, the blended finished fuel product. Serino and the DESC-BP staff worked with commercial standardization organizations to establish requirements for the use of B20 that would not have a negative impact on vehicles or equipment burning this petroleum/vegetable oil blend. ASTM International passed the B100 specification in May 2002, but the B20 specification is an ongoing process. The DESC-BP staff has worked jointly with the DOE National Renewable Energy Laboratory (NREL) and funded several studies with Southwest Research Laboratory and the Navy Research Laboratory to establish the quality requirements for B20 to ensure that the fuel will work comparable to a regular diesel fuel and cause no increased

vehicle maintenance. Serino and the DESC-BP staff developed a procurement clause, C16.27 (attached), that lists a set of requirements that the B20 product must meet until a commercial specification is available. With agreement from suppliers and engine manufacturers, it is expected that this clause will become the commercial specification and should be official within the next year. Hence, the path will have been cleared for B20 to be used by the private sector without any additional studies and no negative impact on equipment.

The development of this clause has had an extremely positive impact on the procurement of B20 across the country. In addition to the federal government, this clause is being used by state and local governments and quoted by diesel engine manufacturers. George Atwood, of the DESC Ground Fuels Division, began by including the clause in all contracts requesting B20, starting in 2000. Atwood continued with Serino to promote the use of B20 and E85, assuring that using product purchased against the DESC contracts would not adversely impact the vehicles. Meetings with the General Services Administration led to their approving the use of B20 in government-leased vehicles if the fuel was procured through a DESC contract. At conferences, Atwood instructed organizations on the procedures to have B20 and/or E85 procured for their use at sites nationwide. In order to encourage the use of these alternative fuels, DESC priced them comparable to their commercial petroleum counter-

parts, mid-grade gasoline and diesel fuel. In 2000, prior to the DESC clause, Federal civilian organizations purchased locally procured biodiesel. DESC-BP personnel assisted United States Department of Agriculture in receiving their first shipment of diesel fuel to be splash blended with the soybean oil on site. This proved to be a difficult task; therefore, it was determined that the government would only buy the B20 fully blended at origin. By the end of year 2001, the DESC Ground Fuels and Product Technology Divisions had worked with United States Postal Service, DOE, USDA and the Park Service to begin



acquiring contracts for B20 and E85. The requirements for 2001 totaled 565,000 gallons for E85 and 1.4 million gallons for B20. With the additional requirements from the military services, this increased to over 5 million gallons in requirements of B20 for 2002. Since E85 requires a specific vehicle and there are challenges with storage tanks and infrastructure, there has not been a substantial

increase in volume of purchases for this product.

Serino has also found studies to support using restaurant cooking oils (yellow grease) as the base blendstock for B20. If the yellow grease is subjected to the same esterification processing as the virgin oils, the end result is equally good and in some studies is shown to have better qualities than the virgin oils. She is working with the Navy to initiate a pilot study in Hawaii using yellow grease base blendstock for B20. Due to the cost of importing virgin soy oil, yellow grease blendstock for B20 is the only product available on the islands. Since the government vehicles for the



state of Hawaii are presently using this product, there should be no problem for the Navy and Air Force to also begin procurement using the B20 contract clause as a specification. This would help reduce the high disposal costs for restaurant oils in Hawaii and add to the reduction in exhaust emissions by federal government vehicles in the state.

The efforts of Serino and the

DESC-BP staff and Atwood and the DESC Ground Fuels Division to promote the use of bio-based fuels through the development of a specification for the procurement process would protect equipment while meeting the requirements of the executive orders. In addition, their teaming to educate the military and civilian organizations on the process necessary to implement the use of B20 and E85 in accordance with the Energy Policy Act of 1992 resulted in the Department of Defense being on target to meet the requirements of the EOs by 2005. In a period of three years the federal government has gone from using almost no bio-



based fuels to requirements totaling approximately 6 million gallons combined of B20 and E85. Through their efforts, the private sector and commercial industry will have obstacles removed for the use of bio-based fuels across the country. In addition, precedence is established for a cleaner environment with less dependency on foreign oil.

This procurement clause lists a set of requirements that the B20 product must meet until a commercial specification is available.

Procurement Clause C16.27 FUEL, BIODIESEL (B20) (DESC NOV 2002)

Offered product shall conform to the following requirements that define a fuel suitable for use in automotive diesel engines.

(a) Product Compositional Requirements. Product shall consist of a blend of 20 percent (plus or minus one percent) virgin soybean or rapeseed oil blendstock conforming to the requirements of ASTM D 6751 and 80 percent minimum low sulfur diesel fuel oil conforming to ASTM D 975, grade low sulfur number 1-D or grade low sulfur number 2-D.

(b) Product Performance Requirements. The finished biodiesel blend shall conform to the following requirements:

<u>TEST</u>	<u>METHOD</u>	<u>VALUE</u>
1. Appearance	ASTM D 4176, Procedure 1	Clear & Bright
2. Acid Number, mg KOH/g	ASTM D 664	0.2 max.
3. Density at 15oC, kg/L	ASTM D 4052 ASTM D 1298	0.86 - 0.90
4. Viscosity, mm/S at 40oC	ASTM D 445	1.3 - 4.1
5. Flashpoint, oC	ASTM D 93	Apr - Sep: 52 min. Oct - Mar: 38 min.
6. Cloud point, oC	ASTM D 2500	see (c) below
OR Cold Filter Plugging Point, oC	ASTM D 6371	see (c) below
7. Sulfur Content, mass percent	ASTM D 2622	0.05 max.
8. Distillation Temperature, oC 90percent evaporated	ASTM D 86	338 max.
9. Carbon Residue on 10percent bottoms, mass percent	ASTM D 524	0.35 max.
10. Cetane Number	ASTM D 613	40 min.
11. Ash Content, masspercent	ASTM D 482	0.01 max.
12. Water and Sediment, volumepercent	ASTM D 2709	0.05 max.
13. Copper Corrosion, 3 hours @ 50oC	ASTM D 130	No. 3

(c) Product Low Temperature Performance. The lower temperature performance of the B20 shall be defined by one of the following two properties: Cloud Point or Cold Filter Plugging Point (CFPP). When specified, the maximum cloud point of the B20 shall be equal to or lower than the tenth percentile minimum ambient temperature in the geographical area and seasonal timeframe in which the B20 is to be used, when tested in accordance with ASTM D 2500. When specified, the maximum CFPP of the B20 shall be a minimum of 10 degrees Celsius below the tenth percentile minimum ambient temperature in the geographical area and seasonal timeframe in which the B20 is to be used, when tested in accordance with ASTM D 6371. ▽

Defense Supply Center Richmond Creates Community Restoration Advisory Board

By Jimmy Parrish
DSCR

In December 2001, as a means of educating and involving our diverse local communities in the environmental activities of the installation, as well as to serve as a promotional and educational tool for the goals and objectives of Executive Order 13148, the Defense Supply Center Richmond created its' Community Restoration Advisory Board.

This board is made up of community members from all of the neighborhoods surrounding the Center, various federal and state environmental regulators, local government and business representatives and installation personnel. DSCR team members are: Charles Carrell, Terry Rodwell, Adrienne Moore, Frank DiPofi, Ken Morris, Steve Edlavitch, Jimmy Parrish, Tom Owens, Sue Smith and Andrew Gootee. Its purpose is to educate, by sharing information, and to involve, by encouraging member participation.

A focused public relations effort was undertaken by DSCR to educate our neighboring communities and businesses as to the role and potential benefits of our RAB, and to encourage individuals to seek membership. This was accomplished through community informational meetings, newspaper articles, and television reports. As a result of this campaign, 16 individuals now actively participate on this board.

Our RAB has met monthly since December 2001. All meetings are open to the general public and are advertised in the local paper. A formal charter, outlining the goals of the board and the

formal responsibilities of each member was jointly signed. Our initial education thrust was to provide as much background information regarding DSCR, the technical aspects of its ongoing environmental cleanup activities and their impact upon the neighboring communities and the environment. Our long term goal is to help all of our communities understand the elements of our environmental restoration program and the regulatory requirements driving it. As the education base of the RAB is increased, their ability to participate in various development decisions and to adequately serve as a conduit for the environmental concerns of their community will increase.

Since its inception, mem-

Environment

Defense Supply
Center Richmond
Creates

Community Restoration Advisory Board

Members of the RAB have jointly worked together to develop two useful tools for the dissemination of related information throughout the communities. The first is our RAB Web page. This Web site was designed to provide timely information concerning the ongoing environmental cleanup actions at DSCR in an attractive and easy to use format. It was also designed to promote the goals and objectives of the overall environmental program.

Information in such categories as the history of the site, frequently asked questions, news releases, and RAB members is just a click away. Since its creation in March 2002, this site has been accessed nearly 2,300 times. RAB members also contribute to a quarterly written newsletter, which not only highlights the activities of the RAB, but also details various initiatives within DSCR's overall environmental program. This newsletter is

distributed to over 6,000 residences.

Future RAB involvement will include participation in the development of DSCR's Community Involvement Plan, its Environmental Management System, and the Center's teaming with the Wildlife Habitat Council in an effort to enhance local wildlife habitat.

Our RAB has proven to be an effective forum for two-way communication among all members.

It has encouraged community understanding, buy-in, and participation in the ongoing cleanup process at DSCR, as well as other environmental programs, and has provided its members

the opportunity to have meaningful dialogue and provide advice and recommendations to DSCR environmental officials. Together, DSCR and the RAB are working toward the common goal of serving and strengthening the local community through improvements to the environment.

The creation and operation of our community RAB has been extremely successful regarding education and outreach principles. It has educated the community as to the activities of DSCR and the impacts of those activities upon the environment. As importantly, it has placed these activities under public and community scrutiny.

Not only are we now an open book, we are actively seeking and involving our neighboring communities in influencing our environmental direction. We can easily measure this success by looking at the amount and tone of negative press in the local newspaper and the number and content of complaints from our private neighbors. Once prevalent, both have been reduced significantly.

The success of our RAB to date, from the sharing of educational information, to the creation our web site and newsletter, is linked to the ability of its members to form effective and supportive partnerships. This starts with the co-chairman; one from DSCR, one from the local community. Together these individuals set the direction for the RAB to follow, one that benefits both DSCR and our surrounding communities. The focus to this direction is provided by the active participation and involvement of our community members. Not only do these individuals represent their own environmental interests and concerns, they represent those of the neighborhoods where they reside. There is a two way flow of information. Insight gained from the RAB meetings is shared with the communities. The environmental concerns of these communities is readily brought to the RAB. A win-win for all involved. ▽

NEW ITEMS

Compact Fluorescent Lamps

“Spend A Little, Save A Lot”

Did you ever see those weird shaped light bulbs, some look like swirls, some like miniature tubes? These are Compact Fluorescent Lamps direct replacements for your traditional light bulbs. The CFL has been available as an energy saving substitute for over 15 years. In the past three years the CFL technology has really taken off. We now have replacements for all standard incandescent lamps up to 150 watt. Lamps are available in all styles including candelabra base for miniature applications. Here are a few facts about CFLs you may not know:

- 1 A 15-watt CFL is a direct substitute for a 60-watt light bulb
- 1 A 18 Watt CFL is a direct substitute for a 75-watt light bulb
- 1 CFLs are now available in three ways and dimmable
- 1 A standard 15 or 18-watt CFL under normal use can last up to 5 years
- 1 CFLs have the same size screw base as a traditional light bulb

The DSCP Lighting Team in an attempt to help our customers make the switch to CFLs has put together a comparison chart for the most popular incandescent lamps. The chart depicts the standard traditional lamp and its CFL replacement. All of the replacements are available through our on-line Energy Efficient Lighting Catalog (<http://www.dscp.dla.mil/gi/general/light1.htm>) or by contacting us at our toll free number 1-800-DLA-BULB (1-800-352-2852). Please review the comparison list and start saving energy and money today.



60 Watt Light Bulb

NSN
6240001433119

60 Watt Light Bulb

Part Number
60A/D120V

15 Watt CFL

Replacement NSNs/Brand Name
6240014633640 TCP
6240014633129 SYLVANIA
6240013675732 PHILIPS
6240013812149 PANASONIC
6240014928690 MAXLITE

75 Watt Light Bulb

NSN
6240001947924

75 Watt Light Bulb

Part Number
75A21RS120V

18 Watt CFL

Replacement NSNs/Brand Name
6240014543664 TCP
6240014928697 MAXLITE
6240014621449 PANASONIC
6240014816472 SUNPARK
6240013675733 PHILIPS
6240014633132 SYLVANIA ✓

Safety



Glasses

The Eyes Have It

Safety glasses are vital for mechanics and operators who need protection from small debris and sand when working.

Unfortunately, most safety glasses don't provide any sun protection and are so not very attractive.

The Perfect Solution

Some new safety glasses have recently been added to the supply system.

These glasses protect the eyes from sun, sand and debris but have a more fashionable frame and lens style.

Venture II Spectacles by Pyramex Safety Products

- 1 Meet all the requirements of ANSI Z87.1
- 1 Lenses filter 99 percent of all harmful UV light
- 1 Curved lenses provide 180 degrees of coverage
- 1 Fully adjustable temples at 4 different size settings
- 1 Provides pillow soft nosebuds

NSNs are available for the following popular styles:

Frame	Lens Color	NSN
Camouflage	Indoor/Outdoor Mirror	4240-01-500-6116
Camouflage	Amber	4240-01-500-6161
Camouflage	Gray	4240-01-500-6164
Camouflage	Clear	4240-01-500-6167
Black	Indoor/Outdoor Mirror	4240-01-500-6169
Black	Amber	4240-01-500-6171
Black	Gray	4240-01-500-6173
Black	Clear	4240-01-500-6174
Metallic Blue	Indoor/Outdoor Mirror	4240-01-500-6178

Lens options come in four different colors—indoor/outdoor mirror, gray, amber and clear. The frames are offered in camouflage, black and metallic blue.

Contributing to this article—Bruce Cotton, Redstone Army Depot, Darrah Wilson and Bill

Ernst, Defense Supply Center Philadelphia. ▽

▲ To request additional frames or lens colors

contact Don Bender, 215-737-0354 or DSN-444-0354. For assistance in ordering contact Mara Bailey, 215-737-4053 or DSN 444-4053.

MONEY-SAVING

84 FSC 4730 items added to

CORPORATE CONTRACT

A total of 84 items, mostly in the Federal Stock Class 4730 (flexible tube fittings), were recently added to an existing money-saving corporate contract with Staples and Pfeiffer, Inc., a small business manufacturer

of fuel system strainers and pipe fittings.

On Aug. 9, Defense Supply Center Columbus awarded a five-year indefinite quantity corporate contract in support of maritime and other weapon systems to the Sacramento, Calif., company. The award includes 84

DSCC-managed national stock numbers that are mostly stock replenishment.

Orders are to be issued using Electronic Data Interchange. Additional items may be added to this contract in the future.

The new NSNs are:

▲ **For additional information on the contract,** contact David Nelson at (614) 692-7893, DSN 850-7893, or by e-mail: David.Nelson@dsccl.dla.mil

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsccl.dla.mil, or esoc@dsccl.dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr1.htm.

The added NSNs:

- | | | |
|------------------|------------------|--------------------|
| 4730-00-011-2304 | 4730-01-226-2231 | 4730-01-314-4248 |
| 4730-00-278-2620 | 4730-01-227-7313 | 4730-01-314-8876 |
| 4730-00-762-1307 | 4730-01-229-3295 | 4730-01-314-8877 |
| 4730-00-777-3546 | 4730-01-229-7330 | 4730-01-316-5936 |
| 4730-01-033-4510 | 4730-01-232-2518 | 4730-01-319-3536 |
| 4730-01-116-6756 | 4730-01-247-9553 | 4730-01-323-5137 |
| 4730-01-122-1647 | 4730-01-248-1529 | 4730-01-325-4143 |
| 4730-01-122-7738 | 4730-01-248-1532 | 4730-01-331-2940 |
| 4730-01-123-2184 | 4730-01-251-1131 | 4730-01-331-2943 |
| 4730-01-123-3579 | 4730-01-251-1133 | 4730-01-331-7394 |
| 4730-01-129-5590 | 4730-01-251-9419 | 4730-01-334-4321 |
| 4730-01-133-4039 | 4730-01-258-7283 | 4730-01-335-0411 |
| 4730-01-136-2069 | 4730-01-258-7284 | 4730-01-337-0119 |
| 4730-01-148-8013 | 4730-01-258-7289 | 4730-01-365-5285 |
| 4730-01-149-1703 | 4730-01-259-2104 | 4730-01-407-3689 |
| 4730-01-153-7944 | 4730-01-259-2135 | 4730-01-407-3690 |
| 4730-01-174-5977 | 4730-01-264-9525 | 4730-01-417-2367 |
| 4730-01-175-1306 | 4730-01-264-9528 | 4730-01-419-7084 |
| 4730-01-186-2537 | 4730-01-268-8562 | 4730-01-419-7086 |
| 4730-01-192-7803 | 4730-01-290-9270 | 4730-01-419-7125 |
| 4730-01-195-8586 | 4730-01-292-8268 | 4730-01-425-6717 |
| 4730-01-196-7586 | 4730-01-297-0016 | 4730-01-448-0439 |
| 4730-01-204-0657 | 4730-01-299-4123 | 4730-01-448-1206 |
| 4730-01-205-8495 | 4730-01-304-2627 | 4730-01-449-3498 |
| 4730-01-213-1700 | 4730-01-306-3154 | 4730-01-461-0145 |
| 4730-01-221-0134 | 4730-01-312-5741 | 4730-01-461-0163 |
| 4730-01-221-0135 | 4730-01-313-9479 | 4730-01-467-2398 |
| 4730-01-221-7439 | 4730-01-314-1681 | 4730-01-470-1428 v |

45 Sole Source Heavy Duty Engine Parts Added to

CORPORATE CONTRACT AWARD

Defense Supply Center Columbus is now offering more heavy duty engine parts at better prices.

DSCC recently added 45 additional sole source

National Stock Numbers to an existing corporate contract with Hatch and Kirk, Inc., a manufacturer and supplier of heavy duty engine parts.

Hatch and Kirk supplies replacement parts for medium

and slow speed diesel engines for aerospace, land and maritime supports weapon systems under the new contract which is valid through Aug. 23. There is an additional one-year option period.

The added NSNs are:

2815-00-126-0530	2930-00-364-3572
2815-00-126-0549	3010-00-126-6271
2815-00-321-9961	3020-00-294-7535
2815-00-353-8208	3020-00-322-2298
2815-00-353-8213	3020-00-379-2251
2815-00-353-8297	3020-00-382-7274
2815-00-363-5737	3020-00-391-4050
2815-00-363-8630	3020-00-528-5034
2815-00-364-3826	3020-00-528-7137
2815-00-364-4143	3020-00-528-7157
2815-00-374-3926	3040-00-036-4486
2815-00-388-2367	3040-00-125-8074
2815-00-389-9050	3040-00-126-4901
2815-00-391-6640	3040-00-364-2044
2815-00-470-0232	3040-00-364-3760
2815-00-470-0340	3040-00-364-4512
2815-00-709-2757	4320-00-364-3990
2815-00-709-6106	4710-00-364-2181
2815-00-710-9459	4710-00-390-2166
2815-01-147-2204	4720-00-203-2526
2910-00-036-4500	4730-00-084-5308
2910-00-386-0842	4730-00-353-8292
	4820-00-364-4185 v

▲ **For additional information on the contract,** contact David Nelson at (614) 692-7893, DSN 850-7893, or by e-mail: David.Nelson@dsc.dla.mil.

For prices and other product information, contact the DSCC Customer Contact Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsc.dla.mil, or esoc@dsc.dla.mil. Product information is also available online at WebCATS at www.dscr.dla.mil.

Aerospace Parts Added to DSCC-Managed Corporate Contract

Defense Supply Center Columbus has awarded a five-year indefinite quantity corporate contract in support of aerospace and other weapon systems to Nestor Sales. The award

includes 61, mostly stock replenishment National Stock Numbers, managed by DSCC. Orders are to be issued using Electronic Data Interchange. Additional items may be added to this contract in the future.



NSNs on Nestor contract:

4730-00-052-7349	4730-00-554-9180	4730-01-185-5352
4730-00-127-4504	4730-00-618-4227	4730-01-185-8098
4730-00-186-9950	4730-00-640-0830	4730-01-186-5998
4730-00-186-9996	4730-00-640-7201	4730-01-188-1241
4730-00-204-1972	4730-00-720-1100	4730-01-196-3901
4730-00-234-3904	4730-00-720-1587	4730-01-196-7174
4730-00-275-9396	4730-00-826-3421	4730-01-204-1129
4730-00-277-5131	4730-00-908-6950	4730-01-213-8480
4730-00-289-8620	4730-00-950-8830	4730-01-283-8188
4730-00-327-1681	4730-00-954-4296	4730-01-288-3914
4730-00-328-5127	4730-01-027-5818	4730-01-290-9195
4730-00-403-0060	4730-01-044-7233	4730-01-293-2928
4730-00-454-9733	4730-01-118-5807	4730-01-298-9545
4730-00-483-4902	4730-01-128-2981	4730-01-304-7544
4730-00-541-3168	4730-01-128-5817	4730-01-346-6225
4730-00-541-6490	4730-01-129-5578	4730-01-350-7453
4730-00-541-6605	4730-01-141-2817	4730-01-351-4008
4730-00-541-7198	4730-01-141-2818	4730-01-364-4438
4730-00-542-2813	4730-01-184-0413	4730-01-367-5813
4730-00-554-8018	4730-01-184-4165	4730-01-391-3891
		4730-01-419-6221 v

▲ **For more information on the contract,** contact Esther Hayden at (614) 692-4727, DSN 850-4727, or by e-mail Esther.Hayden@dsccl.dla.mil.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsccl.dla.mil, or esoc@dsccl.dla.mil. Product information is also available online at WebCATS at www.dsccl.dla.mil/procurement/CATS/cr1.htm.

DSCC Awards 5-Year Indefinite Corporate Contract to

Defense Supply Center Columbus awarded a five-year indefinite quantity corporate contract Sept. 16 in support of aerospace and other weapon systems to Wesco Aircraft. This award includes 95, mostly

stock replenishment National Stock Numbers, managed by DSCC, and additional items may be added to this contract in the future. Orders are to be issued using e-mail award notification of Automatic Delivery Orders.

4730-00-008-9851 4730-00-563-8591 4730-01-132-5756
4730-00-009-2132 4730-00-585-2007 4730-01-140-1787
4730-00-096-8932 4730-00-640-1215 4730-01-140-7509
4730-00-127-4728 4730-00-640-1273 4730-01-153-7913
4730-00-186-9831 4730-00-640-5113 4730-01-157-3744
4730-00-186-9968 4730-00-640-7199 4730-01-169-7296
4730-00-186-9997 4730-00-684-3574 4730-01-178-0116
4730-00-187-3575 4730-00-725-6700 4730-01-184-0404
4730-00-202-8341 4730-00-825-2102 4730-01-184-0406
4730-00-202-8860 4730-00-842-2198 4730-01-184-0414
4730-00-230-8712 4730-00-847-2216 4730-01-184-4166
4730-00-239-8543 4730-00-891-1948 4730-01-184-4203
4730-00-277-5095 4730-01-011-2802 4730-01-187-2794
4730-00-278-0606 4730-01-013-1541 4730-01-189-6580
4730-00-279-0864 4730-01-013-1548 4730-01-190-0387
4730-00-287-1134 4730-01-019-4898 4730-01-200-8422
4730-00-289-8619 4730-01-020-6771 4730-01-201-7948
4730-00-289-8632 4730-01-043-6053 4730-01-211-1985
4730-00-315-9787 4730-01-044-9089 4730-01-233-4993
4730-00-331-1949 4730-01-046-2678 4730-01-234-3267
4730-00-351-2198 4730-01-050-3121 4730-01-254-9841
4730-00-442-7239 4730-01-050-3392 4730-01-256-7148
4730-00-442-7240 4730-01-118-3904 4730-01-261-6573
4730-00-451-6048 4730-01-124-3720 4730-01-274-1837
4730-00-475-4815 4730-01-126-4853 4730-01-297-0486
4730-00-541-6478 4730-01-130-2200 4730-01-302-9023
4730-00-541-6479 4730-01-131-5959 4730-01-318-8795
4730-00-554-8015 4730-01-132-0018 4730-01-330-2469

▲ **For more information,** contact Esther Hayden at (614) 692-4727, DSN 850-4727, or by e-mail: Esther.Hayden@dsccl.dla.mil. NSNs on Wesco contract: 4730-00-008-9824

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsccl.dla.mil, or esoc@dsccl.dla.mil. Product information is also available online at WebCATS at www.dsccl.dla.mil/procurement/CATS/cr1.htm.

4730-01-349-0435
4730-01-358-8522
4730-01-359-4271
4730-01-387-8758
4730-01-392-2373
4730-01-399-6264
4730-01-430-3168
4730-01-438-2544
4730-01-438-2551
4730-01-438-2559 ▼

5-Year DSCC Contract Includes 19 NSNs

Additional aerospace items have been available to customers through new, economical; corporate contracts. Defense Supply Center

Columbus, on Sept. 16, awarded a five-year indefinite quantity corporate contract in support of aerospace and other weapon systems to Airdrome Parts Company.

The award includes 19, mostly stock replenishment National Stock Numbers managed by DSCC. Additional items may be added in the future.

Orders are to be issued using Electronic Mail notification of Automatic Delivery Orders.

The added NSNs:

- 4730-00-009-2129
- 4730-00-052-6401
- 4730-00-203-6938
- 4730-00-278-8160
- 4730-00-328-5134
- 4730-00-331-1901
- 4730-00-514-0351
- 4730-00-595-1561
- 4730-00-720-0233
- 4730-00-827-1303
- 4730-01-014-1289
- 4730-01-046-0118
- 4730-01-050-2698
- 4730-01-050-4447
- 4730-01-051-0389
- 4730-01-066-0114
- 4730-01-162-0105
- 4730-01-175-5140
- 4730-01-389-4150 ▾

More Navy Diesel Engine Parts Available Through DSCC

Defense Supply Center Columbus has awarded additional National Stock Numbers to an already established indefinite quantity corporate contract. The contract is for spare parts for Naval diesel engines, for customers in the continental United States, overseas, and in the Foreign Military Sales program.

The contract was awarded Sept. 3 to Fairbanks Morse Engine (FME), a division of Goodrich Corp. Items are available for immediate delivery. All orders will be issued via Electronic Data Interchange.

The added NSNs:

- 2815-00-119-3817
- 2815-00-127-0301
- 2815-00-306-1911
- 2815-00-388-3023
- 2815-00-453-5621

- 2815-00-678-5842
- 2815-01-098-7515
- 2815-01-179-5058
- 2815-01-179-6104
- 2815-01-179-8699
- 2815-01-179-9767
- 2815-01-180-0641
- 2815-01-281-0853
- 2815-01-281-1289
- 2815-01-281-1303
- 2910-00-217-0155
- 3020-00-247-8999
- 3020-01-189-0905
- 3040-01-099-0154
- 3040-01-179-8752
- 3040-01-281-1516
- 4030-01-279-0802
- 4730-01-280-8503
- 4730-01-281-1286
- 4820-01-179-9764 ▾

▲ **For more information,** please see WEBCATS on www.dscr.dla.mil.

▲ **For more information,** contact Esther Hayden at (614) 692-4727, DSN 850-4727, or by e-mail: Esther.Hayden@dsccl.dla.mil.

For prices and other product information, contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsccl.dla.mil, or esoc@dsccl.dla.mil. Product information is also available online at [WebCATS at www.dscr.dla.mil/procurement/CATS/cr1.htm](http://WebCATS.atwww.dscr.dla.mil/procurement/CATS/cr1.htm).

DSCC Helps Develop Bright Idea For Vehicle Switch



By Tony D'Elia
DSCC Public Affairs Office

For years a simple vehicle light switch had been giving the military big problems. But thanks to some hard work and ingenuity, a contract was recently awarded for a completely redesigned, new and improved model of that switch.

The military version of the vehicle light switch includes a blackout mode that ensures that a convoy can stay intact at night, but give little or no lighting for the enemy to detect. It also has a lockout so that the headlights aren't accidentally turned on at night.

The old switch consists of three levers - one for panel lights, one for the service drive lights and blackout lights, and one for the lockout. Designed in the 1950s, the switch can't be seen at night without a flashlight, and there's always that possibility of accidental turn on during nighttime military operations.

The switch also posed a problem for Defense Supply Center Columbus, which was responsible for buying and supplying the item to the mili-

tary. Occasionally, one of the elongated levers would break off, but electrical failures were more likely to occur.

Keith Jenkins, a DSCC quality assurance specialist, and Duane Gross, a DSCC technician, became involved in trying to solve the problem. Jenkins, who had worked with the switch since 1988, had complaints and quality deficiency reports concerning it. Jenkins had even visited Army and Marine Corps units and heard various complaints and suggestions on improving the part, which is not only used on trucks but on tanks, earth movers and cranes. It's even used on aerospace and maritime systems.

Armed with field complaints, DSCC officials approached U.S. Tank-automotive and Armaments Command to see about redesigning the switch. There had actually been a number of attempts to do so, but in the end each attempt was viewed as merely "re-inventing the wheel."

"TACOM asked for

▲ The new military vehicle light switch, (left)

NSN 5930-01-49-9893, replaces a problem-laden older design, (right) NSN 5930-00-307-8856.

▲ For prices and other product information,

contact the DSCC Customer Contact (Call) Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsc.dla.mil, or esoc@dsc.dla.mil.

Product information

is also available online at WebCATS at www.dscr.dla.mil/procurement/CATS/cr.htm.



▲ DSCC quality assurance specialist Keith Jenkins (center) compares the old and new military vehicle light switches as contract specialist Susan Tinapple (left) and technician Dave Jenkins (right) look on.

our input because of the research and background we had in dealing with the field activities,” said Jenkins. “We agreed and went to the manufacturer and provided information and various documentation. We were actually involved with the design teams.”

Mike Ellis, a TACOM engineer, decided to try a different approach. He favored a user-friendly switch that still provided the same safeguards. A concept was developed and a solicitation was issued for a research and development con-

tract.

The result was a new switch (NSN 5930-01-491-9893) that is fully electronic and fully visible to the operator at night. The new design has push buttons that are backlit. For added security, special filters prevent infrared light from escaping. The new fully electronic switch is also designed to last past the life of the vehicle, having been tested for one million cycles.

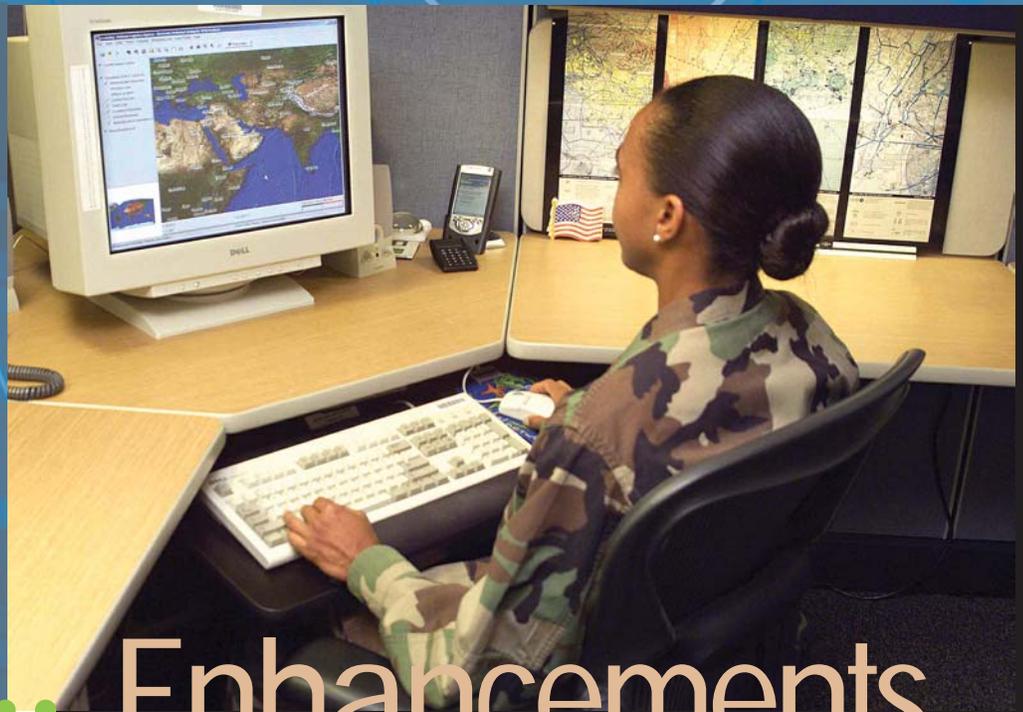
Other DSCC personnel involved were technician Dave Jenkins, and contract specialist

Susan Tinapple, who did market surveys that led to the contract being awarded to a defense contractor in Idaho.

In addition to installing the new switch on new vehicles coming off assembly lines, some 224,000 vehicles will eventually have to be fitted with the new switch. To cover the transition, DSCC recently awarded a \$10.9 million contract to Advanced Input Devices of Coeure D’Arlene, Idaho, a subsidiary of Esterline Technologies. ▽

► **To use the e-catalog**, users must have a Department of Defense Activity Address Code, an account with DSCR, and a WEB REQ account from the Defense Automated Addressing Service – Columbus. The e-catalog is available from DSCR DSN 695.6500, 804.279.6500, or toll-free 1.800.826.0342, and may be obtained by ordering NSN 7644 01 4784783.

Questions about the e-catalog may be directed to the DLIS Customer Contact Center at 1-877-DLA-CALL.



Using “point and click” technology, the Defense Logistics Information Service is bringing map catalogs into the 21st century.

The DLA Electronic Catalog of Maps, Charts, and Related Products (e-catalog) contains nearly 60,000 geospatial items of supply, from hardcopy lithographic maps and charts to digital images on CD-ROM. These geospatial items of supply are produced primarily by the National Imagery and Mapping Agency and are distributed by the Defense Supply Center Richmond. DLIS assigns National Stock Numbers to each geospatial item of supply, and creates a catalog of these products.

The limited distribution e-catalog was distributed to approximately 8,000 customers on a monthly basis. Beginning in January 2003, though, a classified e-catalog was incorporated in the production cycle, resulting in bi-monthly production of each. The first classified

Enhancements Improve DLA Map Catalog

e-catalog was available to customers in February 2003, followed by the limited distribution in March, and alternating throughout the year.

In the five years DLIS has produced map catalogs, they have consolidated each of the four product line catalogs - Aeronautical, Digital, Hydrographic, and Topographic - into a single CD-ROM catalog and eliminated hardcopy catalogs. The latest improvement to the e-catalog is two-fold: the addition of an automated ordering process using Military

Standard Requisitioning and Issue Procedures, and the ability of the e-catalog to be updated via downloaded product coverage files from a DLIS web site.

In addition to these latest improvements, simplified query tools allow users to locate, identify, and order maps as easily as they may use an Internet map service like MapQuest to get directions from point A to point B. With the close partnership between DLIS and DSCR, users typically receive their maps within one week of ordering. ▽

Online System Provides quick access to database

270,000

Hazardous Products

Enhancements include use of Web portal for submitting MSDSs, new search capabilities and options for off-network users

By Kathy Hausknecht
DLIS Public Affairs

The Defense Logistics Information Service has simplified the process of capturing and accessing Material Safety Data Sheet information with its newly enhanced Hazardous Material Information Resource System. The system is used by thousands of military and civilian personnel who handle, store, transport, use, or dispose of hazardous materials procured by the

Department of Defense, General Services Administration, military services and other federal agencies.

HMIRS is an online repository of MSDSs and contains value-added data such as HAZCOM warning labels and information regarding transportation of hazardous materials.

"The new HMIRS system provides the capability to manage MSDSs as documents rather than requiring the rekeying of data. It reduces the time to input the data and allows the management of MSDS in foreign languages," said Elaine Chapman, program manager. "It also provides a portal for manufacturers and users in the field to submit MSDS via the Web. By allowing users and manufacturers to submit their data directly, there is a quicker turn around of data."

Suppliers can electronically submit MSDSs in an image format that no longer needs to be re-entered, saving the user time, and reducing the chances of data being entered incorrectly by hand.



Data can be submitted as a .pdf file, or in .RTF, XML, or ASCII format.

Information on 270,000 hazardous products is contained in the system and HMIRS offers various methods to search for data, which differ from the earlier system. Using the most common information about a product such as national stock number, product serial number, or company name, users can query HMIRS via the web or through the HMIRS CD-ROM. DLIS has made available a users guide on the web, offers training classes and is putting final touches on a web based training application.

Some 6,000 users have already accessed the new, time saving online system and the number will contin-

^ **For information** about HMIRS visit it on the web at: <http://www.dlis.dla.mil/hmirs/>



ue to grow. Chapman expects to distribute 9,300 CD sets once the CDROM versions is released.

“The Defense Department requires that a system be in place that can acquire, review, store and disseminate data on hazardous materials,” Chapman said. “With HMIRS, we meet that requirement.” The enhanced system consists of an Online Web Application, used by workers at industrial facilities to access electronic hazardous material documents; an Online Administrator Application, used by system administrators to maintain key online information; CD-ROM Modules, which allow off-network users to search and view documents; and a Document Submittal Web Site, to enable suppliers and government staff to submit electronic MSDSs to the HMIRS system

Now that that HMIRS has been implemented, a new team to manage the system will be put in place and the original HMIRS team will move on to develop other initiatives. And for Chapman, that means delving into more of the BSM initiative. “With this DLA wide initiative going on, we’ll be pretty busy for quite a while.” ▽

New Internet Tool for Better Communication

Defense Logistics Information Service now has online the Interactive Government Industry Reference Data Edit and Review, or iGIRDER. It is an Internet tool for government and industry communication.

Established in 2001, iGIRDER is a web based interactive application that serves as both a maintenance tool and information source for manufacturers, vendors, and suppliers, the on-line capability to review their part numbers and propose changes to obsolete, incomplete, or inaccurate information between the CAGE code, manufacturer part number, and National Stock Number. The iGIRDER application serves as a real time link between Department of Defense and private industry resulting in an uninterrupted flow of items required to support DoD logistics requirements worldwide. The iGIRDER application is available on the DLIS Government Industry Data Mart (GIDM) web page at <https://www.gidm.dlis.dla.mil>.

The advantages and benefits are no cost services, secure access, improved business opportunities, link to central contractor registration, and self declaration of environmental safety of products. ▽

◀ **For additional information**, or if you have any questions on the iGIRDER program, please e-mail iGIRDER@dlis.dla.mil

Defense Supply Center Columbus

Offers New Thermal Imaging Equipment

The Defense Logistics Agency's Defense Supply Center Columbus has added the Helmet IR (NSN 5855-01-501-9520) and Mini-IR (NSN 5855-01-501-9529) Thermal Imagers to its Blanket Purchase Agreement.

The BPA is a contracting vehicle that dramatically reduces the delivery time of requisitions through Defense Department supply channels. Click on these links for system information: http://www.nvec-night-vision.com/products/details_R.asp?Msg=20&System=HelmetIR&Category=8

The HelmetIR is a small, lightweight, state-of-the-art, military helmet mounted thermal imager. Unlike image intensified night observation devices, this thermal imager can see in total darkness, through battlefield obscurants and foliage. It incorporates digital signal processing with integrated compact optics and rugged packaging with attention to ergonomic detail. The HelmetIR quickly attaches to the issue flip-up helmet mount (A3256368) used with standard night vision goggles. This



Web-based ETID Benefits Are Simply **A CLICK AWAY** It's Easy, Saves Time, and is Based On What Users Want

By DRMS-I Public Affairs

One of the keys to the Defense Reutilization and Marketing Service goal of moving information, not property, is to help customers solve problems online, rather than on paper.

The Electronic Turn-in Document program is a Web-based system that eliminates hand-written or typed documents. It also provides important information automatically when working with National Stock Number items, such as product characteristics, codes and unit price.

The system electronically gathers NSN data after the document number and NSN is entered in the Web site. Most fields are pre-populated or include a drop down menu that offers a list of choices.

DRMS regularly updates the program to better meet customer and employee requirements. As use of the program grows, the better the program will get.

The ETID system can be used to physically turn-in property or receive it in place. Used as a problem solving tool, it can make a substantial difference to the receipt process, according to Larry White, DRMO Kaiserslautern.

"If you spend 15 minutes to a half-hour on the ETID Web page identifying errors in the documents, you can then send the information back to the customer and show them the changes," he said.

This kind of online problem solving simplifies the physical receipt process, benefiting all concerned. "The problems with the documents are solved ahead of time," said White. "You don't have to do it onsite when, say, you've got a 30-foot truck full of electronics. Before ETID, a 15-minute turn-in appointment could easily become a four-hour appointment."

The program also has printing capabilities. It can print the necessary turn-in document, optional shipping document, demilitarization certifications and bar codes.

Generators can obtain access to the ETID program after receiving a log-in code and password from DRMS. They can then electronically prepare the DD 1348-1A and send it to the DRMO. ▽

▲ **Both items** are manufactured by Night Vision Equipment Company, PO Box 266, Emmaus, PA 18049-0266, (610) 391-9101, (800) 797-2849, FAX (610) 391-9220, e-mail: sales@nvec-night-vision.com.

For prices and other product information, contact the DSCC Customer Contact Center at (614) 692-2271, or (614) 692-3191, Fax (614) 692-1374 (DSN 850), or at e-mail addresses: callcenter@dsc.dla.mil, or esoc@dsc.dla.mil.

system can be easily interchanged between team members equipped with helmet-mounted NVGs.

The Mini-IR is the world's smallest, lightest, simplest-to-use and most rugged production thermal imager. It incorporates digital signal processing with integrated compact optics and rugged packaging with attention to ergonomic detail. The Mini-IR has been designed to endure the rigors of outdoor use, occasional rough handling, and accidental submersion for a few minutes in shallow water. Even with its small design, the image quality is not compromised and maintains high performance at an unparalleled value. ▽



▲ **To get more information** on ETID, contact the Customer Contact Center at 1-888-352-9333 or contact your local DRMS service manager or DRMO. ETID is available worldwide.

DEFENSE ENERGY SUPPORT CENTER FUEL IMPLEMENTS AUTOMAT System

By Kathleen Milanich
Acuent, Inc.

After years of waiting for final approval and funding, developing technology and accounting standards, and prevailing over changes in the program office, the Fuel Automation System for West Coast Bulk Fuels went live on October 1, 2002.

“FAS will prove to be one of our most important accomplishments,” said Jeffrey Jones, Defense Energy Support Center director. “We have made the breakthrough to modern database management. The technology allows us to grow faster and the service potential is greater.”

“This deployment was not just the implementation of a complete cradle to grave supply chain management system. It represented the achievement of a program that succeeded, despite many roadblocks,” said Larry Bell, FAS program manager.

Addressing his experience, Bell said, “I found the natural leaders, got them around me and listened to them. They told me what worked collectively through the organization, and I coordinated the work. I just

applied the principles of program management—giving five months to solidify the requirements, followed by freezing the requirements, and then testing the program.”

“The key to the program’s success was the right kind of leadership, the team building that was done, and the tremendous amount of hard work done by all the individuals,” said Jones. “I thank everyone for pulling so hard for the initiative.”

The scope of FAS is huge. It stretches across the Department of Defense from the warfighter to command management to corporate support. Once completely implemented, FAS will account for \$5 billion in fuel purchases. When the Office of the Secretary of Defense expanded DESC’s mission to add retail to its wholesale



▲ FAS team member John Creda, left, discusses issues with Chris Barnett, Bulk Fuels Commodity Business Unit Team Lead.

operation, DESC was established as the single item manager for all fuels purchased by and for DoD, which makes the implementation of FAS one of the largest DESC initiatives in history.

FAS encompasses all fuel business functions—from supply, facilities and financial management to decision support for future initiatives. FAS is based on a successful

ION

commercial technology model to achieve significant improvements in fuel logistics operations and management information for DoD. When completed, FAS will combine eight different systems into one, and provide purchase, billing, payment, budgeting and

accounting for fuels.

Known as Enterprise Resource Planning, this technology integrates all departments and functions across the enterprise onto a single set of computer systems that serve the varied operational needs. Since people across the enterprise can access the same information, a positive work culture shift often occurs as individuals become more aware of their co-workers' requirements.

Anton Ranese, team lead, Direct Delivery Commodity Business Unit, views the current environment as an opportunity to positively enhance business processes such as customer requirements, contract creation, orders and receipts, stock control, accounts payable and sales. "This is an exciting time for us," he states. "As we work on various teams, we are becoming more aware of practices across DESC's commodity business units. As we learn more about our processes we can identify avenues for



improvement."

Barbara Todd, regional team lead, DESC Americas East agrees. "Now the users are able to view the fuel supply change 'womb to tomb.' There is some light at the end of the tunnel, for the evolving decision support tools will enable us to do a more efficient job of managing inventory."

The FAS implementation is the result of thousands of work hours from matrixed work groups. What makes this initiative even more remarkable is that the entire program was accomplished, not with a dedicated work-function structure, but with a functional matrix of dedicated people. This is an important distinction, according to Bell. "Everyone had other jobs to do. While the number of people constantly fluctuated, a rough estimate showed that 15 functionals from the Commodity Business Units, eight full time staff from the

DLA Systems Integration Office, part time people from J-6 [Information Operations] and over one hundred full or part time contractors worked on FAS."

The history of the existing system is long, filled with strong loyalties and ownership.

In 2001, OSD directed that any new system had to meet the accounting requirements of the Federal



Financial Management Improvement Act. The DESC legacy system, Defense Fuels Automated Management System, had been developed as accounting support for

fuels but it could not provide the material management functionality necessary to meet OSD's requirements.

Chris Barnett, Bulk Fuels CBU FAS team lead, agrees. "Many of the pieces, such as the Fuels Control Center, the FAS Enterprise Server, Requirements Manager and Bulk Paperless Ordering and Receipt Transaction Screens have been in place for some time. This tiered approach has allowed us to bring in new functionality under FAS. However, to set up FAS Bulk West Coast, we had to pull these pieces together and also incorporate the Energy Downstream portion. It was only then that a lot of people realized that FAS had 'finally' arrived.

"As we brought in packages and made adjustments, we had to support and justify these enhancements. This made us evaluate our current business practices, and choose whether it was best to change the application or to change the business process," said Barnett. "But it didn't happen overnight. It took perseverance to make the right choices. To get into production, the business had to do new things, which required trust. But once our [people] understood the objective and what was

Fuel System IMPLEMENTS AUTOMATION

required of them, our organization would complete the tasks without hesitation.”

With standardization, everyone has access to the same information. The payback for the organization is significant. Since the process is standardized on one system—FCC, FES, DFAMS and Energy Downstream work in concert—everyone, based on individual security controls, has access to the same information. This ensures better visibility of worldwide inventory—for both management and users.

“For our users at the bases, the system is transparent,” commented Alan Brooks, team lead for the Facilities Management CBU. “DESC has more flexibility, better queries for management information. There is more accurate management information, not just at DESC, but at the regions as well.”

“As a web-based application, FAS is more accessible to everyone,” declared Todd. Beyond that, data is now more intuitive. “We now call a shipment a shipment, a sale a sale. Information is provided in plain language rather than in code.”

FAS business function support encourages efficient services. “This is a dream come true,” said Greg Andrienas, FAS RM/PORTS team lead. “It’s what DESC

and the services have been working toward for years. We’ve been able to take business principles that were separate before—inventory management and procurement—and make them logical and rational. The system actually works. While it’s not perfect, we’ve made great strides. Compared to DFAMS, the first two months show this system runs better and is doing more.”

Ease of retrieving management information offers more effective reporting.

Management information tools, such as Discoverer, present reports in a spreadsheet format that enables all users to sort and reconfigure data so that one report can be used for many purposes instead of requiring a specialized inquiry.

“The difference between DFAMS and FAS is that while DFAMS created dependency, FAS creates freedom,” stated Todd. “With DFAMS, if you wanted to create a report or inquiry, you had to rely on a few people who knew the ‘DFAMS language’ in order to retrieve any data from the system. FAS improves this process.”

Lisa Yeagle, team lead for Finance, was pleased with the initial result. “We made the

first payment from the system to a vendor. It was with a discount and done within one-half month of the live date...and no earth-shattering problems occurred. For starting up a system as large as this one is, that’s a credit to the entire team. “Someday”, she continues, “the fact that this was accomplished will be taken for granted, and that is the sign of a successful operating system.”

The goal for FAS is to make people’s jobs easier and enable them to work faster through information that is accessible to all. However, as Yeagle pointed out, “It’s a cultural change and we need to give people time to get used to the new system. You still need to put FAS and DFAMS together—there is not yet one source that gives you the whole picture. People need to be cognizant of which system they’re using. For example, FAS automatically calculates tax; with DFAMS, you need to manually calculate tax.”

The last word goes to the program manager. “This is just the tip of the iceberg. We have a schedule that must be hit. DoD fully expects great things from us...more than fuels and combat command,” Bell reported. “We are getting demands to do more and to do it quicker. But I’ve been impressed by the ability of DESC to rise to the occasion and hit the targeted schedule and performance objectives and I can’t say that about every organization.” ▽



PRODUCTS

ECAT is EZ

By Bruce Carson
DSCP

Actually, Medical Equipment ECAT is A to Z. ECAT makes it easy to research and order a very broad range of medical equipment items quickly. No lengthy reconciliation process, no contract administration, no late fees. And, as you know, ECAT is tied to your legacy system.

In our drive to provide total coverage for your medical equipment needs, we have added eleven suppliers. From electrodes to electrocardiograms, stretchers to enclosed bed systems, patient operating systems to patient monitoring systems, including laboratory, dental and optical equipment, you will find it in ECAT.

Here are the newest additions to ECAT:

Allied Healthcare Products

Suction Pumps/Regulators, Regulators, Ventilators, Flowmeters

Chattanooga Medical Supply

Rehabilitation products, Electrotherapy, Ultrasound, Adjustment/treatment tables, Hydrocollator heating and chill-

ing units, Continuous passive motion units, Hot and cold therapy and Electrodes

Criticare Systems

Patient Monitoring Systems

Ferno

Paraffin Baths, Whirlpools, Stretchers, Cots, Transporters, Spine Boards, Immobilization Kits, Trauma Kits, Oxygen, Kits, Intubation Kits, Blankets, Restraints

Getinge/Castle

Sterilizers and Accessories, ALM Surgical Lights Maquet Operating Room Tables and Accessories

Government Marketing International

Nonin products Pulse Oximeters, Carrying Cases, Sensors, Cables, Battery Charges, Printers, Mounting Systems

Infusion Dynamics

Power Infuser M100B-3A & Accessories

Reel Research and Development

Splint System

Vail Products Inc.

Enclosed bed systems: Electric, Manual, Adult, Pediatric

Medstone International

Transportable Pain Management Tables

These more recently added vendors join the already robust group of suppliers seen here: Allegiance Healthcare, Artromick International, B. Braun BVA Scientific, Aseptico International, DentEZ Group Star Dental, Eastman Kodak, Emergency Filtration Products GE Medical Systems, GE Informations Technologies, GE Marquette Medical Systems, I. Miller Precision Instruments, KaVo Amercia, Medical Research Laboratories, Midwest Dental Philips Electronics (Agilent), Spacelabs Medical, Thomas Scientific, Welch Allyn Protocol

If you do not see the name of a supplier whose products you need, please contact us. We may be very close to an agreement with that supplier or we may need to establish a relationship with them. ▽

▲ **If you had not been**, but would like to view and order Allegiance equipment items, please contact Nora Steigerwalt, DSN 444-8053, (215) 737-8053, nsteigerwalt@dscp.dla.mil or Bruce Carson, DSN 444-8307, (215) 737-8307, bcarson@dscp.dla.mil.

As always, for any ECAT issue, you can count on the assistance of our Help Desk, which can be reached at 1-800-290-8201.

DAPS Helps the Navy to Maintain Equipment

The Document Automation and Production Service has a key role in helping to maintain the myriad of equipment items in the United States Navy.

Twice a year, in the spring and fall, DAPS facilities at Norfolk, Va., and San Diego, Calif., print and help distribute more than 4.5 million hard copies of information contained in Maintenance Index Pages and Maintenance Requirement Cards as part of the Navy's Planned Maintenance System. More than 10,000 compact discs containing the documents are also produced and distributed. The items are sent to more than 2,000 Navy customers including all ships, military schools and shore activities.

The PMS documents provide detailed instructions on how to maintain every piece of Navy equipment ashore and at sea. This includes guidance on maintaining items ranging from fire extinguishers to weapons systems.

The DAPS facilities at Norfolk and San Diego work closely with the respective Fleet Technical Support



Centers in those cities to receive the documents to be printed. The centers provide the portable document file as a digital copy of the documents to DAPS using either a CD, file transfer protocol or by using the DAPS DocAccess online system.

Once received, the DAPS facilities print the millions of copies required. Personnel from the FTSC Atlantic and FTSC Pacific then determine the appropriate distribution to each ship, school or activity.

"The DAPS role in the Force Revision process is vital to the overall maintenance of Navy equipment" said Phil

Hans of the Naval Sea Systems Command. "It helps our sailors get information to ensure their equipment will work when needed and maintain readiness. DAPS has been outstanding in their efforts to assist NAVSEA in providing the customer with these very important maintenance information products."

DAPS representatives will participate in an upcoming workshop hosted by NAVSEA to determine lessons learned in previous Force Revisions and how to improve the process for the next cycle of updates to the Planned Maintenance System. ▽

STOREFRONT

Bag it Up with JWOD



General Purpose Liners

The high molecular weight of the high density polyethylene resin allows Envision to produce general purpose liners that are approximately one

third the weight of traditional can liners with the same capacity. This use of fewer raw materials helps contribute to overall source reduction by returning less plastic to our environment. The linear low density bags are highly puncture and tear resistant. These properties make this the best choice for applications where additional strength and stretch are required, and works well for waste with sharp or jagged edges.

Help keep your work environment clean by bagging up trash and refuse with these assorted plastic bags and liners provided by Envision of Wichita, Kan., under the Javits-Wagner-O'Day Program. Envision is the largest employer of individuals who are blind or have low vision in the state of Kansas. Through the JWOD program, sales of Envision's products help create employment for over 100 people who are blind or have low vision.





◀ **All of these JWOD products** are available through the DoD EMALL, http://www.defenselink.mil/acq/ebusiness/projects/proj_email.htm

Contact: Anmarie Hart-Bookbinder; ph: (703) 603-0174; email: abookbinder@jwod.gov

General Purpose – High Density

- 8105-00-NIB-1081 17" x 18" light duty, 4 gallon capacity, 2000 per case
- 8105-00-NIB-1082 24" x 24" light duty, 7-10 gallon capacity, 1000 per case
- 8105-00-NIB-1083 24" x 33" light duty, 12-16 gallon capacity, 1000 per case
- 8105-00-NIB-1084 30" x 37" medium duty, 20-30 gallon capacity, 500 per case
- 8105-00-NIB-1088 40" x 48" medium duty, 40-45 gallon capacity, 250 per case

Heavy-Duty Plastic Bags

Heavy-duty, premium quality bags feature puncture and tear resistance, are useful where extra strength is needed and are intended for most office and average outdoor trash use. These bags will handle dry and wet loads up to 75 lbs and contain 125 bags per box.
8105-01-183-9769 Dark Brown, 33 gallon, 33" x 39"

Medium-Duty Plastic Bags

Medium-duty, premium quality clear bags are moderately resistant to punctures and tears and can handle a mix of wet and dry loads.
8105-01-195-8730 10 gallon capacity holds up to 15 lbs, 24" x 23" 250 bags per box
8105-01-183-9768 33 gallon capacity holds up to 50 lbs, 33" x 39" 125 bags per box ▼

Get **with JWOD** Organized

with JWOD Organized

Javits-Wagner-O'Day recycled filing folders help keep your workspace tidy and your important documents clean and safe while creating

employment for people who are blind or have other severe disabilities. And, because they contain recycled content, they also help preserve the planet's natural

resources. Filing folders come in a wide array of sizes, colors and styles to meet all of your filing and sorting needs.



File Jackets

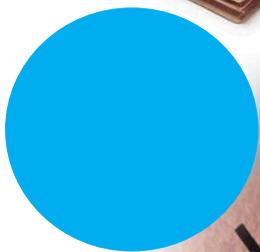
Accordion-style pocket folders without a tie or flap are made of 2-ply red heavy stock with side gussets at least half the height of the pocket.

- Letter, 7/8" expansion 75/cs 7530-00-285-2915
- Letter, 1 3/4" expansion 50/cs 7530-00-285-2913
- Legal, 1 3/4" expansion 50/cs 7530-00-285-2914

File Wallet

Red wallet folder provides extra protection for important documents. This 9 1/2" x 11 3/4" folder expands to 3 1/2". 5 per pack with 5 packs per box.

- Velcro closure 7530-01-483-8888
- Rubber band closure 7530-01-483-8889
- Elastic loop tie closure (25 each/case) 7530-00-268-3993



Expanding Folder 1-31

This letter size expanding accordion-style pocket folder has 31 pockets for daily filling. Covered with soil-resistant leather-patterned paper, this folder stands up to heavy handling. Folder expands to 15". Contains 30 percent post-consumer recycled content.

- With flap 7520-01-437-6369
- With flap & band 7520-01-437-6364
- No closing flap 7520-00-286-1723



Expanding Folder A-Z

This letter size expanding accordion-style pocket folder has 21 pockets for A-Z indexing. Covered with soil-resistant leather-patterned paper, this folder stands up to heavy handling. Folder expands to 15". Contains 30 percent post-consumer recycled content.

- With flap 7520-00-833-7343
- With flap & band 7520-01-437-6365
- No closing flap 7520-00-286-1722

File Sorter 1-31

Letter-size file opens like a book. Accommodates very large filling and sorting tasks. 31 sections indexed for daily use. Expands to 30" thick. Covered with soil-resistant leather-patterned paper. Stands up to heavy handling. Contains 10 percent post-consumer recycled content. 7520-00-286-1724



File Sorter A-Z

This blue book-style file sorter is covered with soil-resistant leather-patterned paper, which stands up to heavy handling. Accommodates very large filling and sorting tasks because it expands to 20". Contains 10 percent post-consumer recycled content.

- Legal, 9 1/2" x 14 7/8" 7520-00-286-1725
- Letter, 9 1/2" x 11 3/4" 7520-00-286-1726

Classification File Folder

Heavy duty 6-part pressboard folder with 2" cloth-gusset expansion. The 2 Kraft inner dividers have 1/3 cut tabs and each inside surface has two prong fasteners. (Rust color).

7530-00-990-8884



Equipment Record File Folder

This 8" x 10" folder includes 4 vinyl envelopes and 2 pockets that allow grouping of similar records. The vinyl folder has a 4-color camouflage pattern and the front cover has a convenient 3 1/8" x 5 1/8" transparent window. 7510-01-065-0166

Hanging File Folder Tab

These plastic standard hanging tabs are good to use with hanging file folders. Tabs are clear with blank white inserts included. 25 per package. 50 pack/cs.

1/3 cut, holds 3 1/2" inserts 7510-01-375-4510

1/5 cut, holds 2" inserts 7510-01-375-0502

Hanging File Folders

Quality 11pt. paperboard hanging file folders have plastic-coated metal rods and plastic tabs for inserts in various cut positions. Made with a minimum of 30 percent post-consumer recovered materials. 25 per box.

Green, letter, no tabs 7530-01-364-9496

Green, legal, no tabs 7530-01-364-9487

Green, letter, 1/3 cut 7530-01-364-9497

Green, legal, 1/3 cut 7530-01-357-6854

Green, letter, 1/5 cut 7530-01-364-9498

Green, legal, 1/5 cut 7530-01-357-6855

Blue, letter, 1/5 cut 7530-01-364-9499

Blue, legal, 1/5 cut 7530-01-357-6856

Red, letter, 1/5 cut 7530-01-364-9500

Red, legal, 1/5 cut 7530-01-357-6857

Yellow, letter, 1/5 cut 7530-01-364-9501

Yellow, legal, 1/5 cut 7530-01-364-9495

Kraft Inner File Folders

Light-duty (133 lb.) letter sized file folder is designed specifically for use inside other regular size file folders. Expands to 1" with 1 1/2" prong fastener on the inside back cover. 1/4 cut self-tabs are in first position only. 100 per box 7530-00-273-9845

Inner File Folders - Color

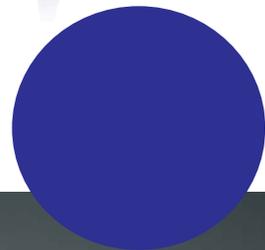
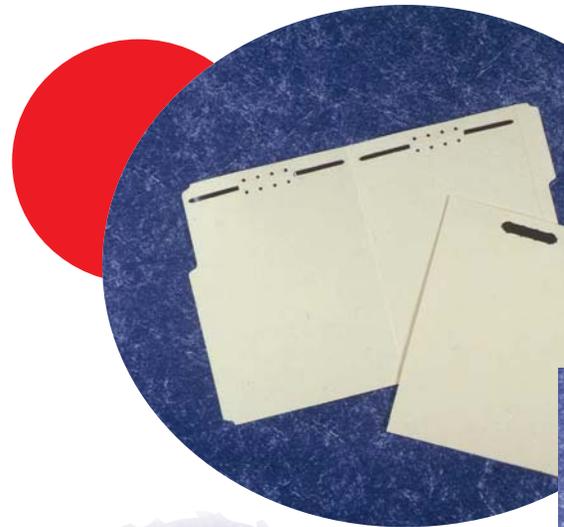
This assortment of colored inner file folders is designed to fit within standard hanging file folders. Constructed from durable 11 pt. paper stock, these folders are single-ply 1/3 cut tabs, one position. These letter side folders are cut shorter than standard for view of hanging folder label and are scored for expansion. Made with a minimum of 30 percent post-consumer recovered material. 25 per package: 5 red, 5 green, 5 blue, 5 orange and 5 yellow. 7530-01-483-9999

File Folders - Heavy

This heavy duty (17 pt., 217 lb.) Kraft reinforced shelf stock file folder has a 3/4" expansion with a straight cut. Folders are letter sized with an end tab and fastener on the inside back cover. 100 per box. 7530-00-926-8979

File Folders - Medium

This medium-duty (11 pt., 147 lb.) letter size Kraft reinforced shelf stock file folder has a 3/4" expansion with a straight cut. 100 per box. 1 1/2" prong fastener 7530-00-926-8974
Without fastener 7530-00-881-2957





Manila File Folders – Light Duty

Standard manila file folder expands to 3/4". This 133 lb. light-duty manila folder has a plain folded bottom and meets CPG guidelines.

Letter, straight cut, 25 folders	7530-01-455-6093
Legal, straight cut, 25 folders	7530-01-455-6091
Letter, 1/3 cut, 24 folders	7530-01-455-6059
Legal, 1/3 cut, 24 folders	7530-01-455-6057
Letter, 1/2 cut, 24 folders	7530-01-455-6052
Legal, 1/2 cut, 24 folders	7530-01-455-6056
Letter, 1/5 cut, 25 folders	7530-01-455-6051
Legal, 1/5 cut, 25 folders	7530-01-455-6055
Letter, straight cut, 100 per package	7530-00-291-0098
Legal, straight cut, 100 per package	7530-00-285-1732
Letter, 1/3 cut, 100 per package	7530-00-282-2507
Legal, 1/3 cut, 100 per package	7530-00-282-2508
Letter, 1/2 cut, 100 per package	7530-00-281-5945
Legal, 1/2 cut, 100 per package	7530-00-281-5960
Letter, 1/5 cut, 100 per package	7530-00-281-5941
Legal, 1/5 cut, 100 per package	7530-00-281-5942

Manila File Folders – Medium Duty

These letter size reinforced 1/3 cut medium duty (133 lb.) folders expand 2" and have double ply self tabs. There are 2" prong fasteners (without compressor) on both inside front and back covers. 10 per package
7530-01-484-0002

Special Purpose File Folders

These letter-size drawer-style 17 pt. Kraft file folders have 4/5 cut self tab and fasteners located in the 3rd and 5th positions. 100 per box
7530-00-811-7169

Tri-Fold Folder Pack

This heavy-duty tri-fold folder is made of 17 pt. paper stock and features a 1 1/2" prong fastener on each side section and a 2 1/2" prong fastener on the center section. 10 per package. 7530-01-484-0001

Pressboard File Folders

Pressboard file folder with a 1" expanding cloth gusset bottom is made of heavy-duty 25 pt., 270 lb. paper stock. This file folder is letter size and contains a prong fastener without a compressor. 10 per package.

Letter, 1 prong fastener	7530-00-NIB-0512
Legal, 1 prong fastener	7530-01-484-1865

File Folder Labels

White, pressure-sensitive file folder labels have a colored stripe for easy indexing. These 3 1/2" x 5/8" labels are available on peel-off continuous fan-folded backing. 248 labels per box.

Light blue stripe	7530-00-577-4368
Green stripe	7530-00-577-4369
Orange stripe	7530-00-577-4370
Dark red stripe	7530-00-577-4371
Yellow stripe	7530-00-577-4372
Goldenrod stripe	7530-00-577-4373
Gold stripe	7530-00-577-4374
Silver stripe	7530-00-577-4375
No colored stripe	7530-00-577-4376 v



Contact: Annmarie Hart-
Bookbinder, ph: (703) 603-0174,
email: abookbinder@jwod.gov



WHO TO CALL

DLA Departure from Macedonia Doesn't End Commitment to Balkans

In conjunction with the Army's decision to turn Camp Able Sentry, Macedonia, into a "warm base" and move all soldiers out of the base, the DLA representative stationed there has relocated to Camp Bondsteel, Kosovo.

DLA was already active at Camp Bondsteel with a full DLA contingency support team, so the relocation does not mean any decrease in support for Balkan operations. Additionally, a second team is located at Eagle Base, Tuzla, Bosnia to support military operations there. DLA's fuels team for NATO forces in Bosnia is located at Zagreb, Croatia.

The two DCST provide full-service DLA support, including subsistence, repair parts and property reutilization. By NATO agreement, the United States provides fuel for forces in Bosnia, while the French provide fuel for Kosovo operations. ▽

To contact the DCST in Kosovo, call DSN: 781-3052. For Bosnia, call DSN: 762-7453.

First CSR On-board in England

LA customers in England can now call a local customer support representative. Robert Kincaid is the first full-time CSR for England.

"We had Reserve officers serving as customer support reps in England for several years, so the move to a civilian position there was a natural evolution," says DLA Europe deputy command E.B. "Rusty" Burch. The two Reserve officer positions are remaining in England to provide additional support for contingencies.

The major organizations in England are 3rd Air Force units at RAF Lakenheath and RAF Mildenhall, and the U. S. Naval Forces Europe, headquartered in London. However, Kincaid is available to assist any DLA customers in the country. ▽

Contact Kincaid at DSN 314-226-3920, or email Robert.Kincaid@lakenheath.af.

DIRECTORIES

DCSO CSR DIRECTORY

NAME **COM #** **FAX #** **BEEPER/CELL #** **E-MAIL ADDRESS**

NAME	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Air Force Acting Supv Al Bertleff	787-8578		(937) 422-4359	
AETC, San Antonio, TX Vacant				
Langley AFB, VA Mitchell Phillip	(757) 225-0715	575-0110	(757) 329-5400	phillip.mitchell@langley.af.mil
Ogden ALC, UT Clare, Maryanne	(801) 777-4498	(775) 587-1549	(801) 309-5576	maryanne.clare@ddc.dla.mil
Crawford, Steve	(801) 777-6654	(775) 923-2362	(801) 309-4845	steve.crawford@ddc.dla.mil
Landrie, Molly	(801) 777-0336	777-7038	(801) 309-4584	molly.landrie@ddc.dla.mil
Oklahoma City ALC, OK Cindle, Patricia	(405) 736-5611	339-7359	(405) 816-4013	pcindle@ddc.dla.mil
Cline, Kaye	(405) 739-2701	339-7359	(405) 816-6334	kcline@ddc.dla.mil
Gary, Teri	(405) 739-7362	339-7359	(405) 819-4853	tgary@.ddc.dla.mil
Scott AFB, IL (HQ, AMC) Ebeler, Bill	(618) 229-8381	779-7321	(314) 497-2803	bill_ebeler@hq.dla.mil
AMC/IRSS-(MT/TH)	(618) 229-2650	799-4878		william.ebeler@scott.af.mil
AMC/LGS-(W/F)				
Warner Robins ALC, GA Gilliland, Steve	(478) 926-7193	468-3626	(478) 335-7928	Thaddeus.Gilliland@robins.af.mil
Milan, Madelyn	(478) 926-0505	468-3626	(478) 335-7906	Madelyn.Milan@robins.af.mil
Soisson, Steve	(478) 926-7181	468-3626	(478) 335-7921	Steven.Soisson@robins.af.mil
Wright-Patterson AFB, OH (AFMC) EST Bertleff, Alfred	(937) 257-8576	787-4244	(937) 422-4359	Alfred.Bertleff@wpafb.af.mil
Army-ICP/Maintenance Supv Shelby Hanson	427-7501			
AMC, VA Zabielski, Kenneth	(703) 617-9272	767-5094	(703) 869-9367	kzabielski@hqamc.army.mil
Anniston Army Depot, AL Johnson, David	(256) 741-5160	571-4189	(205) 821-8308	JohnsonH@anad.army.mil
Vacant	(256) 235-4327	571-4189		
Corpus Christi AD, TX DeMaris, Melody	(361) 961-2009	861-2086	(361) 658-7483	mdemaris@ccad.army.mil
Martinez, Kathy	(361) 961-2024	861-2086	(361) 658-7487	kmartine@ccad.army.mil
Ft. Monmouth, NJ (CECOM) EST Griffin, Christine	(732) 532-1391	992-9612	(732) 768-0154	christine.griffin@mail1.monmouth.army.mil
Letterkenny Vacant				
Red River Army Depot, TX EST Toland, Glinda	(903) 334-4498	829-3183	(616) 274-7461	Glinda.Toland@redriver-ex.army.mil

Who to call

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Redstone Arsenal, AL (AMCOM) Moore, Jeff Oglesby, Ann	746-2965 788-6403	(256) 876-2965 (256) 842-6403	645-0192 645-0192	(256) 289-9086 (256) 289-9664	Jeffery.Moore@redstone.army.mil ann.oglesby@redstone.army.mil
Rock Island, IL (TACOM) Rowe-Leach, Rose	EST (-1 hrs) 793-5970	(309) 782-5970	793-6701	(309) 269-4149	rowe-leachr@ria.army.mil
Tobyhanna Army Depot, Malinak, Mark	PA EST (0 hrs) 795-6651	(570) 895-6651	795-7891	(484) 903-7924	mark.malinak@tobyhanna.army.mil
Warren, MI (TACOM) Keller, Gretchen Rieder, Suzanne	EST (0 hrs) 786-3989 786-6392	(810) 574-3989 (810) 574-6392	786-6323 786-6323	(810) 945-8399 (810) 491-0139	kellerg@tacom.army.mil rieders@tacom.army.mil
Army-Operational Supv Robin Champ	427-1514			(703)-587-0807	stephensm@campbell.army.mil
Fort Bragg, NC Fleenor, Mike Smith, Ladonna MSGT	EST (0 hrs) 236-9904 236-9505	(910) 396-9904 (910) 396-9505	239-5274 239-5274	(910) 551-4830 (910) 551-4829	fleenorm@bragg.army.mil smithld@bragg.army.mil
Fort Campbell, KY Stephens, Martha	EST (-1 hrs) 635-6927	(270) 798-6927	635-3730	(931) 302-4705	stephensm@campbell.army.mil
Fort Carson, CO Campbell, Judy	EST (-2 hrs) 691-5483	(719) 526-5483	883-0411	(719) 210-9672	judith.campbell@carson.army.mil
Fort Drum, NY Davies, Paul	EST (0 hrs) 772-9656	(315) 772-9656	772-4184	(315) 489-9128	Paul.Davies@drum.army.mil
Fort Hood, TX Alvarez, Benjamin Greene, Linda	EST (-1 hrs) 737-0396 737-0399	(254) 287-0396 (254) 287-0399	566-5158 566-5158	(254) 371-4054 (254) 371-4053	benjamin.alvarez@hood.army.mil linda.greene@hood.army.mil
Fort Irwin, CA (NTC) Martinez, Louis	EST (-3 hrs) 470-6046	(760) 380-6046	470-6096	(760) 486-1950	louis.martinez@irwin.army.mil
Fort Lewis, WA Vincent, Vince	EST (-3 hrs) 357-7458	(253) 967-7458	357-7642	(253) 861-7573	vincentv@lewis.army.mil
Fort Riley, KS Cullen, Christopher	EST (-1 hrs) 856-4446	(785) 239-4446	856-1758	(785) 341-0270	christopher.cullen@riley.army.mil
Fort Stewart, GA Wilson, Kathy	EST (0 hrs) 870-2937	(912) 767-2937	870-5303	(912) 596-2743	kathy.wilson@stewart.army.mil
Ft. McPherson, GA (FORSCOM) Greene, Phil	EST (0 hrs) 367-6595	(404) 464-6595	367-6750	(404) 849-2826	greenep@forscom.army.mil
Ft. Monroe, VA (TRADOC) Hammond, Les	EST (0 hrs) 680-5007	(757) 788-5007	680-3085	(757) 593-3172	hammondlw@monroe.army.mil
Marine Corps Supv Jackie Bailey	427-1508			(301) 305-8070	

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Albany, GA (MATCOM) Whitley, Deborah	EST (O hrs) 567-7302	(229) 639-7302	567-5111	(229) 291-1522	WhitleyDK@matcom.usmc.mil
Albany, GA (MCLB) Kowalski, Pat	EST (O hrs) 567-6570	(229) 639-6570	567-6610	(229) 291-7656	kowalskip@matcom.usmc.mil
Camp Lejeune, NC Bartley, William	EST (O hrs) 751-0136	(910)451-0136	751-5207	(910) 381-2489	bartleyw@2fssg.usmc.mil
Camp Pendleton, CA (MCB) EST (-3 hrs) Haynes, Barry	365-8191	(760) 725-8191	365-0933	(760) 521-3428	HaynesBC@1fssg.usmc.mil
New Orleans Vacant					
Quantico, VA (USMC) Morton, Alexander	EST (O hrs) 278-5814	(703) 784-5814	278-3741	(703) 863-4023	mortonaw@mcsc.usmc.mil
Navy Supv Shanna Poole	427-1120			(540) 446-6659	
Mechanicsburg, PA (NAVICP) EST (O hrs) Duncan, Roxy	430-3053	(717) 605-3053	430-8253	(717) 386-7500	rochelle_m_duncan@icpmech.navy.mil
Freeman, Charles	430-7508	(717) 605-7508	430-1847	(717) 386-3971	charles_freeman@icpmech.navy.mil
Norfolk, VA Fisher, Tracy	EST (O hrs) 262-3356	(757) 322-3356	565-1950	(757) 581-2354	fisherts@cna1.navy.mil
COMNAVAIRLANT	433-3476	(757) 433-3476			fishert@nasoceana.navy.mil
NASOCEANA-(W)					
Norfolk, VA (COMSUBLANT) EST (O hrs) Harris, Patsy	836-1413	(757) 836-1413	836-1398	(757) 581-8472	harrispg@hq.sublant.navy.mil
Portsmouth, NH Sabin, Jim					
Portsmouth, VA (Naval Shipyard) EST (O hrs) Northern-Eley, Pamela	961-8411	(757)396-8411	961-8417	(757) 582-9657	northemeleyp1@nnsy.navy.mil
Puget Sound, WA (FISC) Vacant					
San Diego, CA (AIRPAC) EST (-3 hrs) DeLong, Tom	577-7355	(619) 767-7355	735-5465		delong.tommy@cnap.navy.mil
Washington Naval Yard, DC(NAVSEA) EST (O hrs) Vacant					
Whidbey, WA/Puget Sound, WA (FISC) Paxton, Glenn	439-0290	(360) 476-0290	439-2931	(360) 649-0255	gpaxton@ddc.dla.mil
Navy Supv Steve St-John	427-1496			(540) 522-7256	

Who to call

DCSO CSR DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	BEEPER/CELL #	E-MAIL ADDRESS
Cherry Point, NC (NADEP) EST (O hrs)					
Evans, Micki	451-5278	(252) 464-5278	451-7337	(252) 259-1864	EvansMJ@navair.navy.mil
Wakely, Gayenelle	451-9671	(252) 464-9671	451-8022	(252) 259-1863	wakelygr@navair.navy.mil
Jacksonville, FL (NADEP/NAS) EST (O hrs)					
Coover, Tom	942-2603 ext. 318	(904) 542-2603 ext. 318	942-5865	(904) 535-7478	cooverte@navair.navy.mil
Jacksonville, FL (NADEP) EST (O hrs)					
Miles, Lester	942-0733	(904) 542-0733	942-0790	(904) 535-7473	
Lemoore, CA EST (-3 hrs)					
West, Jerry	949-2461	(559) 998-2461	949-1452	(559) 308-9528	jerry.west@navy.mil
Oceana, Virginia Beach, VA					
Vacant					
Patuxent River, MD (NAVAIR) EST (O hrs)					
Newbold, Cheryl	757-8694	(301) 757-8694	757-8451		newboldcf@navair.navy.mil
Philadelphia, PA (NAVICP) EST (O hrs)					
Buckman, Richard	442-5278	(215) 697-5278	442-4965	(609) 254-8754	richard_buckman@icpphil.navy.mil
Grimm, David	442-4797	(215) 697-4797	442-4767	(856) 982-8552	david_grimm@icpphil.navy.mil
San Diego, CA (NADEP) EST (-3 hrs)					
White, Wayne	735-2485	(619) 545-2485	735-4501	(619) 829-9914	whitehw@navair.navy.mil
San Diego, CA (NADEP) EST (-3 hrs)					
Sheldon, Connie	735-4181	(619) 545-4181	735-3301	(619) 865-8826	White.Howard@CNAF.navy.mil sheldonc@navair.navy.mil

OCONUS DIRECTORY

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
DLA EUROPE (DLA-E) Wiesbaden, Germany (+6 hours)				
COMMANDER Mintus, David, Col	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	dmintus@europe.dla.mil
DEPUTY COMMANDER Burch, Earl	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	eburch@europe.dla.mil
CSR DIVISION CHIEF Brazier, Percy	314-338-7617	011-49-611-380-7617	011-49-611-380-7620	pbrazier@europe.dla.mil
CSR DIVISION ANALYST Henderson, Sam	314-338-7999	011-49-611-380-7999	011-49-611-380-7620	Samuel.Henderson@europe.dla.mil
1st ID, Wiesbaden, Germany (+6 hours)				
Hedgeman, Curtis	314-337-4442	011-49-611-705-4442	011-49-611-705-4443	chedgeman@europe.dla.mil curtis.hedgeman@hq.1ad.a
3rd COSCOM, Wiesbaden, Germany (+6 hours)				
Savvsky, Myron	314-337-7246	011-49-611-705-7246	011-49-611-705-5862	msavvsky@europe.dla.mil
EUCOM J4 -LNO, Stuttgart, Germany (+6 hours)				
Johnston, George	314-430-5371	011-49-711-680-5371	011-49-711-680-5038	johnstog@eucom.mil
Chapman, David Lt Col (S)	314-430-5039	011-49-711-680-5039	011-49-711-680-5038	chapmand@eucom.mil
1st AD, Kitzingen, Germany (+6 hours)				
Sabin, Jim	314-355-8168	011-49-9321-305-8168	011-49-9321-3058146	sabinjm@hq.1id.army.mil

OCONUS DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
21st TSC, Kaiserslautern, Germany (+6 hours) Stidhams, Tim	314-490-7736	011-49-631-413-8839	011-49-631-413-7884	Timothy.Stidhams@hq.21tsc.army.mil
Heidelberg, Germany (+6 hours) Hansen, Richard, Lt Col	314-370-6405	011-49-6221-57-6405	011-49-6221-57-3156	richard.hansen@hq.hqusareur.army.mil
HQ, USAFE, Ramstein, Germany (+6 hours) Willyard, Kathy	314-480-3176	011-49-6371-47-3176	011-49-6371-47-7748	kwwilyard@europe.dla.mil kathy.willyard@ramstein.af.mil
RSS (USAFE), Sembach, Germany (+6 hours) Collins, Mindy	314-496-7288	011-49-630-267-7288	011-49-630-267-7341	melinda.collins@sembach.af.mil
Seckenheim, Germany (+6 hours) Lilly, Adrian				
Lakenheath, England (+6 hours) Kincaid, Robert				
Naples, Italy (+6 hours) Cortese, Joelle	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	jcortese@europe.dla.mil
LNO, Naples, Italy (+6 hours) Crozier, Stan CDR	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	crozier@med.naples.navy.mil
Sigonella, Italy (+6 hours) Newlon, Ray	314-624-5016	011-39-095-865016	314-624-6749	Newlonr@nassig.sicily.navy.mil

DLA-P DIRECTORY

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
DLA PACIFIC (DLA-P) Taegu, Korea (+14 hours) COMMANDER Iskra, Christopher, COL DEPUTY COMMANDER Crawford, Rob EXECUTIVE ASSISTANT Peek, William	315-764-3700 315-764-3770 315-764-3702	011-82-53-470-3700 011-82-53-470-3770 011-82-53-470-3702	315-764-3778 315-764-3778 315-764-3778	iskrac@usfk.korea.army.mil crawfordrr@usfk.korea.army.mil peekw@usfk.korea.army.mil
Camp Walker, Taegu, Korea (+14 hours) Stemple, Fredrick	315-764-3701	011-82-053-470-3701	315-764-3778	stemplef@usfk.korea.army.mil
Camp Casey, Tongduchon, Korea (+14 hours) Yune, Yuri	315-730-3406	011-82-31-869-3406	315-730-3414	yune@usfk.korea.army.mil
Pearl Harbor, HI (-5 hours) SENIOR CSR Quinn, Stephen SENIOR PLANNER Sandlin, George Munson, Charles	315-474-2962 315-477-1245 315-474-2961	(808) 474-2962 (808) 477-1245 (808) 474-2961	315-471-5512 315-477-1246 315-471-5512	stephen.quinn@pacific.dla.mil george.sandlin@pacific.dla.mil charles.munson@pacific.dla.mil
Camp Smith, HI (PACOM LNO) (-5 hours) Frenzel, Al	315-477-6484	(808) 477-6484	315-477-1246	al.frenzel@pacific.dla.mil

Who to call

DLA-P DIRECTORY (con't.)

NAME	DSN #	COM #	FAX #	E-MAIL ADDRESS
Schofield Barracks, HI (-5 hours) Strickland, Deborah	315-456-0859	(808) 656-0859	315-456-2707	dlacsr@schofield.army.mil
Elmendorf AFB, AL (-4 hours) Vacant	317-552-6624	(907) 552-6624	317-552-6623	
Japan, Okinawa (+14 hours) Wright, Steven	315-637-3330	011-81-611-737-3330	315-637-3626	wrightsd@3fssg.usmc.mil
Japan, Yokosuka (+14 hours) Woods, Hubert	315-243-6106	011-81-616-043-6106	315-243-9009	hwoods@ddc.dla.mil
Japan, Yokota (USFJ LNO) (+14 hours) Woody, Phillip, Maj	315-225-2475	011-81-311-755-2475	315-225-4709	woody.phillip@usfi.yokota.af.mil
Yongsan, Garrison, Korea, Seoul (USFJ LNO) (+14 hours) Bond, Craig, Lt Col Siegling, Evan	315-723-3259 315-723-3256	011-82-02-7913-3259 011-82-02-7913-3256	315-723-5575 315-723-3261	bondc@usfk.korea.army.mil sieglinge@usfk.korea.army.mil

CONF & EXPOS

EVENT	START DATE	END DATE	LOCATION
2003 DoD Maintenance Symposium and Exhibition	Oct. 27, 2003	Oct. 30, 2003	Valley Forge Convention Center King of Prussia, Pa.

DESCRIPTION

The only symposium of its type wholly devoted to defense maintenance of weapon systems and equipment. Sponsored by the Office of the Secretary of Defense in conjunction with the Society of Automotive Engineers International. This year's theme: "Maintenance – The Keystone of Mission Readiness" See: www.sae.org/dod for current information and updates.

EVENT	START DATE	END DATE	LOCATION
57th Annual NDTA Transportation and Logistics Forum and Expo	Sept. 13, 2003	Sept. 17, 2003	Kansas City, Mo.

DESCRIPTION

The National Transportation Association is an educational, non-profit worldwide organization equipped to combine the transportation industry's manpower and skills with the expertise of those in government and the military to achieve the mutual objective of a strong and responsive transportation capability. Call NDTA at 703-751-5011, or www.ndtahq.com/index.htm

EVENT	START DATE	END DATE	LOCATION
125th National Guard Association of the United States General Conference and Trade Show	Sept. 15, 2003	Sept. 17, 2003	Biloxi, Miss.

DESCRIPTION

The goal of this trade show is to successfully market products to the National Guard. Call 202-789-0031 or www.ngaus.org

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- 1 Write to the DLA Complaint Program:
ATTN: Mr. Stephen M. Keefer (DSS-S)
8725 John J. Kingman Road, Suite 2533
Fort Belvoir, VA 22060-6221
- 1 The DoD Defense Hotline Program Web site at:
www.dodig.osd.mil/hotline
- 1 The DoD Defense Hotline Program at
1-800-424-9098 or
- 1 Write to the DoD Defense Hotline Program:
Defense Hotline
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- 1 The DoD Defense Hotline e-mail at:
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Since Sept. 11, 2001, the Defense Logistics Agency has provided support to Operations Noble Eagle and Enduring Freedom. DLA is now involved in Operation Iraqi Freedom.

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For example, in support of Iraqi operations, for March, DLA shipped 48 million individual menu bags of Meals, Ready-to-Eat. If each MRE menu bag was laid end to end, these operational rations would cross the continental United States from coast to

coast three times.

Since October 2002, the Defense Supply Center Philadelphia Medical Directorate procured enough lip balm to supply every person in the city of Philadelphia with at least one tube each.

The General and Industrial Directorate of DSCP issued over 7,000,000 sandbags which equates to 3,325 miles or slightly less than the distance between New York and London.

Daily, DLA provides approximately 22,000 pounds of fresh fruits and vegetables to forces in Afghanistan. That is about the same amount as a medium size grocery store has on display.

DLA has delivered 2.4 million Humanitarian Daily Rations – enough food to feed the entire population of St. Paul, Minn., for eight days with three meals a day.

DLA has provided 1.024 billion gallons of petroleum and lubricants in support of Operation Enduring Freedom. This amount would supply the entire United States for two days. ▽

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*To provide best value logistics support to America's Armed Forces,
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DLA Vision:

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