

## DLA Vice Director recognized at DDC leadership conference

*By Jessica Walter, DDC Command Affairs*

DLA Vice Director Maj Gen Mary Saunders, USAF, was recognized for her outstanding, unwavering support during her tenure at DLA with a crystal globe presented by DDC Commander BG Mike Lally, USA.

The globe's inscription read, "You make a world of difference."

Maj Gen Saunders also addressed the attendees at the DDC Leadership Conference, reminding the crowd that included 11 new DDC depot commanders of the importance of effective leadership across the organization. "Leadership is crucial. At every level, people should be leading." She also stressed the importance of considering ideas and suggestions provided by subordinates and passing them up the chain of command.

She concluded by addressing the 11 new depot commanders. "This is a huge job. Make sure people are trained in the right kind of business, and that leadership is number one."



*DDC Commander BG Mike Lally, USA, presents DLA Vice Director Maj Gen Mary Saunders, USAF, with a crystal globe with an inscription reading, "You make a world of difference."*

## Team DDPH wins DOD Packaging Achievement Award

*By Lori Spiegel, DDC Command Affairs*

The Defense Distribution Depot Pearl Harbor (DDPH) Packing Operations Team was the 2004 recipient of the Defense Packing Achievement Award. The award is presented annually to an individual or team in the Department of Defense (DoD) that exemplifies exceptional dedication and outstanding achievement in packaging. A Packaging Awards Ceremony was held in the Pentagon this April to mark this prestigious honor.

"The DDPH Packing Operation has consistently accomplished outstanding production and job performance," said CDR Vitelli, SC, USN. "Utilizing a team concept, the exceptional group has implemented several process improvements to streamline production, reduce processing timeframes, and improve accountability." As a result of the group's efforts, on time pack percentages have improved from 95 to 96 percent to 97 to 98 percent, with a 33 percent increase in mission workload.

One improvement was the implementation of a Color Coded Production System. Previously, material that was staged for packing or work in process could not be easily identified by packers as to the date it had been received and its corresponding drop dead completion date. Individual documents accompanying material had to be checked and were often checked multiple times by multiple packers. Recently arrived material could easily be worked prior to older material if not properly staged or moved out of order. To overcome these challenges, the Packing Operations Team devised and implemented a color coded receiving process. Simple color coded pallet markers were constructed marked with a specific color for each day of the week. The pallet markers with corresponding time of receipt accompanying all

inbound material allowed packers to easily identify and quickly prioritize workload.

The Packing Operations Team also noticed that improvements could be made to restructure the material flow arrangement. The packing stations stretched the entire length of the 1940s era warehouse and material flowed through the entire length of the building. The material flow arrangement was very inefficient, and at times led to loss of material visibility, making workload management difficult.

To overcome these challenges, all packing stations were moved to the front of the warehouse and arranged in supporting cells of three. Packing stations were modernized with standardized work benches, tables, and tools. Packaging supplies were stocked at each cell to minimize restocking requirements and outages. Material no longer had to flow the length of the building to reach packing stations and staging areas. This improvement reduced internal material movement by 80 percent.

Being located on an island can present serious challenges to customers with urgent shipping requirements.

Customers dropping material off on Friday or Saturday afternoon were unaware their critical delivery could often not be accomplished the following day. Customers were not aware of lead-times, production prioritization, commercial carrier cutoffs and schedules, customs delays, and overall length of the delivery pipeline.

To help meet customers packaging and delivery expectations, the Packing Operations Team developed a Packing Operation Timeline and Documentation Guide. The simple handout outlined the range of packing services DDPH performs, documentation requirements, delivery options available, and associated timelines based on destination.

Educating customers allowed them to better plan and prioritize their packing and shipping requirements, and established realistic expectations for all involved parties.