

SUPPORTING The Warfighter

DDDK – Putting requisitions in the hands of Soldiers faster

By Polly Charbonneau, DDC Command Affairs

Located at Camp Carroll, Korea, Defense Distribution Depot Korea (DDDK) is providing enhanced physical distribution services to the Armed Forces located on the Korean peninsula through a robust forward stock positioning program.

Activated in January 2005, DDDK became the 26th distribution center operated by the Defense Distribution Center (DDC), lead center for distribution for the Defense Logistics Agency (DLA).

And although they've been in business less than a year, their customers are already seeing results.

"The streamlining of same day trucks three days a week has put high priority requisitions in the hands of Soldiers a day faster. All transactions have been smooth and I have heard of no problems with damaged products," said SFC Irving C. McClure, USA, 2ID Liaison.

"It's important that we support our customers while standing up a first class operation," said DDDK Commander, LTC James E. Lippstreu, USA. "We are adding about 2,000 lines of inventory each month, at the same time providing 24/7 support to our Warfighters. We are ready to support our current mission in a contingency support the 'fight tonight' as required by our customers."

One of the first DDDK initiatives to bring results to customers, is multi-stop direct delivery. DDDK established multi-stop direct deliveries for nearly all DoD activities they support. This effort alone has reduced customer wait time from seven days to two to five days and has increased intransit visibility at the same time.

DDDK also established an effective partnership with the 837th Transportation Battalion (Port), Surface Deployment and Distribution Command (SDDC). This teamwork has reduced customer wait time for containers arriving from the Continental



DDDK's diverse workforce, made up of American military, U.S. Civil Servants, and Korean Nationals, are "Ready to support the fight tonight!"

U.S. (CONUS), improved visibility of shipments, and increased efficiency of theater transportation.

DDDK is also a key partner in DLA's Customer Relationship Management. As DDC's representative in Korea, they help facilitate ongoing efforts to improve support to the 19th Theater Support Command.

DDDK can't stand still, and they aren't. "Your operations will assist the KTO (Korean Theater of Operations) move into the 21st century in distribution operations," said MAJ John Broomhead, USA, Chief, Land Branch, 8th U.S. Army G4 Trans Division.



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Looking to that future, LTC Lippstreu and the DDDK team are working to continue to reduce theater transportation time while supporting the theater logistics transformation.

"We will continue engaging our customers," LTC Lippstreu said, "so that we provide them the best distribution services possible."

Challenges on the horizon for DDDK are the changes coming to the form and functions of the American military stationed on the Korean Peninsula. The 8th Army is

transforming into modular units which is a shift from the past Division structure. This means DDDK is now the direct distribution link of DLA and Army managed items stored in Korea to all Army Supply Support Activities (SSAs).

Another big change for the American military in Korea is the force reduction. More than one quarter of all U.S. Army troops stationed in Korea will be relocated to the U.S. mainland over the next over the next several years.

DDDK has assisted several Army units in transshipping critical Warfighter items around the world and back to CONUS as the Army refits for future operations.

All of these changes present unique distribution challenges. "We have to support today's Warfighter, while planning for tomorrow's force structure," LTC Lippstreu said. "That's why our motivated, dedicated, and flexible workforce is critical to our efforts."

The 50-person workforce is diverse, made up of American military, U.S. Civil Servants, and Korean Nationals. A top priority for LTC Lippstreu is to ensure the right people are hired and that they are mentored and developed to ensure future success of DDDK.

"We want to continue to educate our valued customers on the types of support that DLA can offer, assist them on distribution issues, and help make their lives better during their tour in Korea," said LTC Lippstreu.

Those goals are being realized and DDDK's customers are taking note.

"Keep up the good work! Your continued hard work is critical in our completing our mission," said MG Perry Smith, USA, Assistant Deputy Commanding General, Army Materiel Command.

DDDK's primary mission is to provide enhanced physical distribution services to the United States Armed Forces located on the Korean Peninsula. DDDK will stock more than 14,000 National Stock Numbers (NSN) and will reduce transportation costs and customer wait time in support of forces located in Korea.



(L-R) DDDK's Senior Leadership are Hong-taek Sim, DDDK's Korean Executive Administrator, LTC James Lippstreu, USA, DDDK's Commander, and Peter Halseth, DDDK's Deputy Commander.

DDGM - modernizing distribution

By Polly Charbonneau, DDC Command Affairs

With 26 distribution centers located around the world, Defense Distribution Center (DDC) employees work in some unique conditions. Employees at Defense Distribution Depot Guam, Marianas (DDGM) work in a lush, tropical paradise. A tropical paradise that has withstood a super typhoon, numerous earthquakes, is home to an active volcano and, unfortunately, some brown tree snakes.

But DDGM employees see these as challenges they are ready to overcome.

Established in October 2004, DDGM was DDC's 24th distribution center and

was established based on coordination with the Commander U.S. Naval Forces Marianas and the Fleet Inventory Support Center Pearl Harbor. The primary mission is to provide enhanced physical distribution services to the Armed Forces located in Guam through a robust forward stock positioning strategy.

The facilities at DDGM were originally the responsibility of the U.S. Navy under contract with Raytheon, but after several mission changes were suffering from a lack of equipment and a lack of customer focus. When DDC stepped into the leadership position, this changed dramatically. While still a contractor operated distribution operation, the working relationship between Eagle Support Services and DDGM personnel have turned this operation into another world-class DDC distribution center.

"Customer service is what we are all about," said CDR William Nash, SC, USN, Commander, DDGM. "Our employees live here and they know the challenges of being so far from the U.S. mainland and they want our customers to have all the support they can provide."

CDR Nash has also reemphasized standards for employees and facilities. This has led to a major clean up of DDGM warehouses and surrounding properties. "DLA has measurable standards that everyone could see and understand," CDR Nash said. "We went from measuring our work by days, to measuring it by hours."

Today DDGM's facilities are clean, organized, and ready for the important work going on every day. "Our success depends on our workforce," CDR Nash said. "They are experienced and responsive and they need to have the best training."

The emphasis on training has allowed the workforce to get the latest training on DSS – the Distribution Standard System. DSS is DDC's information technology backbone, uniting warehouse management

with all the transportation functions required for a state-of-the-art distribution center. To that end, DDGM converted and upgraded some existing space to training rooms with the latest audiovisual equipment to support training.

Always focused on tomorrow's technology, DDGM has recently installed a radio frequency (RF) tracking system. This RF



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system allows for recording transactions in real time – much faster and more accurate than moving people and product from station to station to record work. DDGM's RF is also improving inventory accuracy because it rejects attempts to place stock in the wrong location.

DDGM's distribution facilities are strategically positioned in Guam to reduce transportation and customer wait time. The depot provides distribution services and surge capability to all four service components to support the Warfighters operating in the area. Commodities distributed by DDGM are primarily repair parts.

DDGM also provides consolidated shipment services, as well as, routine logistics support to the military community in Guam.

All of this hard work is paying off. DDGM's processing times are at record lows. They are doing today's work today and customer satisfaction could not be

better. This is also made evident by the most recent request by the Air Force to get additional support from DDGM.

