



# Virtual Warehouse training provides employees the knowledge and skills to

*By Sherre Mitten-Bell, DLA Distribution Susquehanna, Pa., Public Affairs, and Stacy L. Umstead, DLA Distribution Public Affairs*

At DLA Distribution Susquehanna, Pa., the Department of Defense's largest distribution facility, Warfighter support is a number one priority. Having well-trained and fully-equipped personnel to perform the distribution mission, is a critical element in sustaining that mission. The latest initiative to train employees tasked with the mission to pick, pack, rewarehouse, and stow materiel is a program called Virtual Warehouse training. The program has been recognized by the DLA Distribution Training Center of Excellence workgroup for its success.

This virtual hands-on training allows new employees to work in a warehouse environment even before they hit the ground running. It also allows for current employees to obtain refresher training.

The two-day sessions begin in a training room where employees are introduced to their own personal trainer and provided a work package containing documents needed to assist them in performing their tasks at hand. The package includes the job hazardous analysis sheet, standardized work sheet and job breakdown sheet for each process. Sample Material Release Orders, or MROs, and various types of distribution process labels are also provided.

A detailed orientation of the Distribution Standard System, or DSS, DLA's distribution and warehousing management system, is included, and how it interconnects with processes they will be applying during the hands-on training.

Ensuring a safe working environment, employees are provided industrial safety briefings and lifting demonstrations, to include a "hazard walk" simulation prior to each training session.

With the classroom and safety training concluded, employees enter the floor of the virtual warehouse with their individual trainers and work through actual processes in "real" time.

They learn how to use radio frequency identification hand scanners to read and identify the data on labels before they walk through the staged rows of storage locations. They rehearse the picking, stowing, and rewarehousing process over and over with their trainer. This repetitive training method places emphasis on quality, not speed. Employees become familiar with packing supplies and apply the proper packing procedures used for various types of stock; and with each process, they enter the required data into DSS.



**An employee learns to use a hand-held scanner in the Virtual Warehouse.**

# s DLA Distribution Susquehanna, Pa., s to perform mission

With workforce development being one of the DLA Director's strategic focus areas, DLA Distribution Susquehanna, Pa., is leading the efforts with this important training: ensuring that newly-hired employees are confident and well trained before they even report to their work areas. "Our workforce is vital to our current and long-term success, this training allows us to maximize each employees' contributions to our mission success," said DLA Distribution Susquehanna, Pa., commander, United States Army Col. David Touzinsky. "The training continues to evolve and has become a



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platform for additional process improvements."

The virtual warehouse officially opened its doors in June 2009

and has evolved into a program where over 460 new and veteran employees have experienced this DLA Training Center of Excellence.



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