



# New Regional Training Centers of Excellence to enhance training offerings

By Jessica Roman, DLA Distribution Public Affairs

The DLA Distribution workforce is vital to the current and long-term success in effectively supporting the Warfighter at optimal cost. In order to support DLA director United States Navy Vice Adm. Alan S. Thompson's Workforce Development strategic focus area and to further develop the DLA Distribution workforce, an Integrated Process Team, or IPT, workshop was brought to DLA Distribution to develop a Regional Training Center of Excellence, or RTCOE, concept.

The RTCOE will enhance Distribution Operations Training, and the goals are to regionalize training, achieve the goal of standardizing processes at all sites, and to reach and teach an educationally diverse DLA Distribution workforce to execute



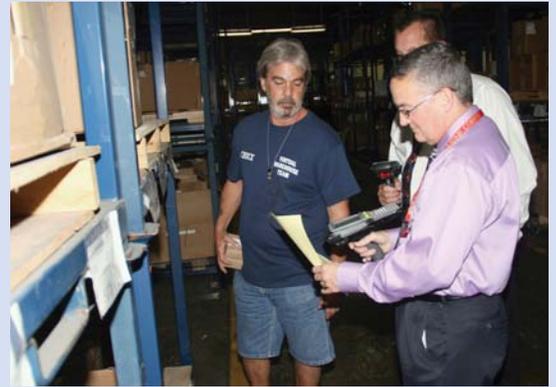
**Members of the Integrated Process Team discuss goals and objectives for the Regional Training Center of Excellence implementation.**

the mission of supporting the Warfighter.

Currently, Distribution Operations Training utilizes two training methodologies: live classroom training and distributed learning methods, such as interactive video teleconferencing. With the implementation of the RTCOE, two additional course delivery formats are being developed including computer-based training and laboratory training.

There are currently 14 courses available as part of Distributions Operations Training including:

- *Cold Chain Management Training: This module trains employees in proper practices that are used to store, prepare, and package temperature-sensitive medical items. Students will learn methods and procedures to handle and package temperature sensitive products using Preparation of Medical Temperature-Sensitive Products Requiring Freeze or Refrigerated (Chill) Environments for Shipment guidelines.*
- *Defense Transportation Coordination Initiative training: This module describes key systemic processes. It also provides information related to Shipper and Transportation*



**As part of the Virtual Warehouse, two members learn how to scan receipts.**

*Provider, Distribution Standard System, or DSS, transaction procedures, and DSS actions. This course also provides students with a working knowledge of DTCI responsibilities and key systemic processes.*

- *Handling of Electrostatic Discharge Sensitive, or ESDS, items training: Current and new employees develop proper practices used to handle and package ESDS items.*
- *Processing Foreign Military, or FMS, Sales: This course trains current and new employees in proper practices used to apply requisition processes to FMS shipments.*
- *Inert Training: Focusing on identifying, handling, and ensuring that items capable of containing ammunition are certified inert prior to going to DLA Disposition Services activities, personnel learn the correct techniques.*
- *Inventory Control: The*

curriculum is geared toward inventory personnel, and it is used to provide an overview of all inventory functions and train personnel in required inventory actions from location survey and physical counts through causative research.

- Incoming Supply Discrepancy Reports, or ISDR: New inventory personnel focus on proper practices used to process ISDRs, to include researching discrepancies.
- Packaging Hazardous Material for UN Conformance – Performance Oriented Packaging: DOD and DLA employees are trained in proper practices used in receiving and packaging hazardous materials.
- Preservation, Packaging, Packing, and Marking, or PPP&M: Proper packaging practices are discussed to perform the functions associated with PPP&M.
- Receiving: This program trains current and new employees in proper practices used to receive and accept materiel in support of the Warfighter.
- Stock Readiness and Shelf Life: These two courses are taught as a combined modular course or as separate modules. The course trains current and new employees in proper practices used to perform the requirements of the DOD Stock Readiness Program and the proper steps to manage the shelf life of materiel.
- Storage and Handling of Classified Material: This program trains personnel in proper practices used to process classified material without error.
- Top 100 Weight and Cube:

This module focuses on proper practices used to identify and document accurate weight and cube data in DSS.

- Warehousing: This curriculum is geared towards proper practices used in all facets of warehousing to include stow, pick, pack, and rewarehousing.

As DLA Distribution continues to evolve in providing world-class support to the Warfighter, additional classes are being developed to focus on emerging issues including: transportation, kitting, Hazardous Material training, Level 1 Sub-Safe, workload planning, and distribution training management support.

Personnel at the recent workshop included experts in Operations, Distribution Planning and Resources (including instructors and subject matter experts), Information Operations, Human Resources, Training, and site experts from DLA Distribution San Joaquin, Calif., and DLA Distribution Susquehanna, Pa.

During the workshop, participants had an opportunity to develop goals, objectives, and tasks for the RTCOE implementation, and to visit the DLA Distribution Susquehanna, Pa., mock warehouse



**Two Integrated Process Team members receive hands-on packing training at the DLA Distribution Susquehanna, Pa., Virtual Warehouse.**

located in Mechanicsburg, Pa., for experience in Job Instruction Training in a hands-on environment.

Implementation of the RTCOE will help to accomplish several key strategies including developing the workforce; providing employees with the knowledge and skills to execute the distribution operations mission; providing technical training to include policies and procedures and how each interfaces; using training as a vehicle to move to standardized processes and procedures; and establishing and implementing various methods of delivery to include: on-site distance learning, computer-based training, and laboratory training.

Meeting these goals will help to enable the workforce to capitalize on their skills, experience and potential in meeting mission goals, and help DLA Distribution to leverage the diverse backgrounds of all employees while most effectively supporting the workforce and the Warfighter.