

## New Continuous Learning Requirement for Supervisors

To continue providing best value logistics support to America's Armed Forces, every DLA supervisor will be required to complete at least 20 hours of leadership-related development activities each year.

A wide selection of activities will receive credit for the requirement. Traditional training, as well as mentoring, rotational assignments, project participation, and peer coaching are included in the list of creditable learning activities.

To learn more, talk to your supervisor or e-mail representatives from the Enterprise Leader Development Program at [ELDP@dla.mil](mailto:ELDP@dla.mil).

## New Procedures for Employees Means Increased Customer Satisfaction, Readiness

*By Jessica Walter-Groft, DDC Command Affairs*

The Defense Distribution Center (DDC) has begun preparing customer-facing employees for changes ahead that will increase their ability to better serve the Warfighter.

The Defense Logistics Agency's new strategy is called Customer Relationship Management (CRM), a customer-focused approach to changing business practices in order to increase military agility and reduce costs.

"We see each interaction with a customer as another opportunity to make a good

impression," explained DDC's Customer Support Program Manager Joelle Monroe.

In late 2004, Monroe began briefing DDC employees on CRM and how they would be affected. A new software tool, mySAP, will be implemented enterprise-wide, allowing employees at all DLA activities easy access to more complete customer data and history of each customer's interactions and transactions with each DLA activity.

"Getting all the data into one repository will allow for coordination among multiple DLA activities to collaborate on a tailored solution to meet each customer's needs."

The goal of this CRM strategy is twofold: to improve both customer service as well as military readiness. As the CRM effort unfolds and mySAP is implemented at each DLA activity, DLA will be able to provide more comprehensive data to customers to enable them to make informed supply decisions. "As we increase our quickness, our speed, our efficiency, we also contribute to the agility of our customers," Monroe explained.

The planning and implementation of CRM throughout DLA began in 2004 and is expected to be complete in 2008.



*Monroe explains how new customer relationship management strategies will change the way customer-facing employees do business.*

## The DDCT AMCOM Express Rides Again

*By Danny Kolb, DDCT*

A team of DDCT employees, along with Air Mobility Command aircraft crew members, quickly loaded 17 pallets of aircraft components onto a plane destined for troops in Iraq during the second Aviation Materiel

Command trial airlift mission that has become known as the "AMCOM Express."

The AMCOM Express aims to provide aviation repair parts to Warfighters in Iraq in the shortest time possible.

The first mission was also an incredible success. Soldiers in Iraq were reported to be ecstatic when the 17 pallets of aircraft repair parts arrived and they were finally able to make their aircraft operational again.

One customer was very satisfied with the mission.

*"That was fantastic! I can't give enough praise. It was great."*

*LTC Jack Wayman, USA,  
Chief of the Aviation Division,  
4th CMMC, 13th COSCOM.*

*"We feel very proud to once again participate in this important mission to support our customers in Iraq by helping them keep their helicopters in the air," said DDCT Commander LTC Shelia J-McClaney, USA.*



*DDCT personnel assist Theater Aviation Single Manager crew members to load pallets onto the plane destined for Iraq.*

