

DDJC awarded prestigious CAPE Gold

By Annette Silva, DDJC Command Affairs

The Defense Distribution Depot San Joaquin, Calif., has attained California's top recognition for performance excellence. The California Council for Excellence, which administers the California Awards for Performance Excellence, announced that DDJC will be one of three winning organizations to receive the prestigious 2006 Gold Level "Eureka" Award during CCE's annual awards recognition ceremony in San Diego later this year.

The award program is California's emulation of the Malcolm Baldrige National Quality Award, our nation's highest presidential honor for business excellence. The recognition is based on an examination of a 50-page application and a visit by a team of independent examiners who use the Baldrige Program's "Criteria for Performance Excellence" to systematically examine and evaluate applicants in seven categories: leadership; strategic planning; customer and market focus; measurement, analysis, and knowledge management; workforce focus; process management; and business results. Five CAPE examiners visited DDJC in November to validate its processes and results as described in DDJC's application.

Although numerous government organizations

have competed over the 13-year history of the CAPE program, DDJC is the first government and military applicant to earn CAPE's Gold level award.

"We are honored to be recognized by such a well-respected organization as CCE. We value the CAPE program's independent, external validation of our business processes and results along with their feedback report regarding our performance and opportunities for improvement," said Army Col. Doug Serrano, DDJC Commander. "The use of the Baldrige and CAPE criteria has provided us with an excellent strategic framework for management, and greatly assisted us in aligning our organization, and its resources, in order to better meet the requirements and expectations of our stakeholders, and especially our customers, America's war fighters," added Serrano.

DDJC applied for CAPE in July of 2005 to help determine strengths and weaknesses for opportunities of improvement. DDJC wanted to be a better organization and wanted to embrace the Baldrige philosophy that CCE was based upon.

After applying for CAPE in 2005, DDJC was awarded the 2005 Silver Level "Eureka" Award. With the feedback report from the CCE, DDJC was able to capture opportunities for improvement listed in the report to become an even stronger organization when competing for the Gold in 2006.

Key players in the CAPE process included

the DDJC Leadership Team, who embraced the Baldrige philosophy; CAPE writers, responsible for the application; CAPE support team, who provided all of the necessary support for the writers; and the employees, who were able to take the opportunity to infuse the Baldrige philosophy into DDJC's culture.

The CAPE process was very beneficial to DDJC, Serrano said. It gave DDJC the opportunity to enhance a culture of continuous process improvement and enabled the organization to constantly look at processes by using the Plan-Do-Study-Act format. DDJC was able to define, measure, stabilize, and improve our processes by using the Baldrige philosophy for continuous process improvement.

Thompson joins DDC Reserve Office after tour in Iraq

Navy Reserve Petty Officer 2nd Class Donnie Thompson recently completed his third tour in Iraq, his second at the Defense Logistics Agency's Contingency Support Team, where he served as DLA's Customer Support Representative for the Army's 4th Infantry Division. Working as a DLA CSR means being embedded in theater with US fighting forces to provide a DLA

presence and deliver world-class logistics in support to the War fighter.

"CSR's have a heavy workload on the frontlines and rely heavily on the support back in the U.S.," said Thompson. "It is important that the folks back here realize the importance of their roles and the impact they have on the missions in Iraq/Afghanistan as we provide quality support to the war fighter in a timely manner."

During his first deployment with DLA, Thompson served as the contract officer representative for hazardous waste.

In that critical position, he worked with local Iraqis to remove hazardous material mostly POL (Petroleum, Oil, and Lubricants) from FOB's (Forward Operating Bases) to local refineries to recycle. Due to the many hazards with incoming mortar rounds and rockets this proved to be a huge safety issue for the troops.

Thompson is a member of the Defense Distribution Center A106 Navy Reserve Unit, and upon completion of his tour volunteered for a one year assignment at DDC with the Reserve/Mobilization Office.

The DDC Reserve/Mobilization Office serves as the single focal point for recruiting civilians, reservists and active duty military to support all DLA/DDC mission requirements, contingencies, emergencies, mobilizations, exercises and domestic disaster relief.

"I can't stress enough how important it is to send the right people with the