

Surveillance Lead Offsite aims to improve quality assurance

By Jessica Roman, DDC Public Affairs

The Defense Distribution Center, or DDC, has a mission to provide the full range of distribution services and information, enabling a seamless, tailored, worldwide Department of Defense network that delivers effective, efficient and innovative support to combatant commands, military services and other customers during war and peace. At several DDC locations, contractors and the Government's Most Efficient Organization, or MEO, perform that mission.

At each of these contracted and MEO locations, a small cadre of dedicated civil servants ensures that the taxpayer and the Warfighter are getting what they should from these contractors. In order to ensure that these contracted and MEO depots are operating efficiently, the on-site Continuing Government Activity, or CGA, performs quality assurance activities that utilize checklists to monitor receiving, storage, issues, packaging, support services, safety and security, and data systems and information technology.

Team leads for these depots attended a week-long offsite meeting to assist in their surveillance efforts. The goal for the offsite was to consolidate the checklists used to support the monitoring of distribution of Warfighter supplies. By consolidating these checklists, the teams will promote efficiency and accuracy of distribution services from these depots.

DDC deputy commander, William Budden, Senior Executive Service, opened the week long offsite by encouraging the team leads to share ideas and come to a consensus, "It is important from a command perspective that we have consistent application of our surveillance mission, and that the surveillance documentation is meaningful and useful."

An additional goal for the offsite was migration of the checklists from conducting quality control, which is the Service Provider's responsibility, to conducting quality assurance. The anticipated outcome for the meeting was checklist finalization to begin that migration.

Rose Snavelly-Howe, chief, Acquisition Management, emphasized the goal of quality assurance, "As a critical piece of the DDC Quality Management System, your input is vital to the overall success of the program. Please use this offsite to have meaningful conversations and share lessons learned so that a consensus can be achieved on the components of the surveillance templates."

Throughout the week, the group kept the DDC mission at the forefront of their mind, discussing the impact on each checklist item for quality assurance of distribution services. Snavelly-Howe also stressed the importance of economies of surveillance. "Successfully supporting the Warfighter is the essential goal, and that goal can be met, in part, by providing efficient and effective service through each of the DDC's contracted and MEO depots."



Defense Distribution Center deputy commander, William Budden, Senior Executive Service, opens the Surveillance Lead Offsite.