



DDC's Hawaii distribution center implementing roadmap for way ahead

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The Island of Oahu is home to Army, Marine Corps, Navy and Air Force assets and personnel. Providing physical distribution and logistics support is the Defense Logistics Agency's Defense Distribution Depot Pearl Harbor, Hawaii. At DDPH, senior leaders are implementing the roadmap set forth in United States Navy Cmdr. Scott Smith's Commander's Guidance which aligned with DLA's principle strategic focus areas of Warfighter Support Enhancements, Stewardship Excellence, and Workforce Development, is set to meet 10 key goals in 2010:

- *Sustain and improve best value support to all operational commitments;*
- *Enhance partnerships with service components and supply chain partners;*
- *Implement proactive preparation, planning and execution actions to support known and emergent requirements;*
- *Refine capabilities and performance metrics;*
- *Improve distribution services using continuing process improvement;*
- *Sustain and improve inventory accuracy levels through effective material distribution management techniques and storage practices;*
- *Identify cost reduction opportunities;*
- *Develop and implement initiatives to address and improve climate culture survey results;*
- *Maintain a trained and ready organization by closing critical skill gaps through effective training opportunities;*
- *Enhance DDPH recognition programs to effectively recognize outstanding performers.*

"DDC is currently evaluating how distribution support is being provided in the Pacific theater. At DDPH, we are supporting those efforts by reevaluating how we do business for island customers and those transiting the Pacific," said Smith. This effort is outlined in the initiatives portion of DDPH's 2010 Guidance and includes 11 key areas.

The DDPH initiatives cross all areas of management and distribution operations. "DDPH is looking at every aspect of what we do, how we do it and with what resources, and we're ensuring that employees are part of that process," said Smith.

DDPH is refining performance metrics to align performance with mission priorities. "We've developed an analysis tool for first line supervisors that is a daily snapshot of our performance metrics and provides a means to quickly identify and analyze anomalies as they occur," said Smith.

This analysis tool is already proving successful at DDPH. "New procurement receipt induction has improved tremendously," said Smith. "Processing times previously averaged 2.9 days are now at less than one day."

Additionally, DDPH analyzed and implemented workload adjustments in the small parcel operation. "Through our analysis, Materiel Release Order processing times have improved from 4.7 days to 1.4 days."

According to Smith, DDPH has redirected changes to the MRO cycle drops and streamlined the internal materiel movement process, "High priority MRO's are now being processed within one day vs. two," said Smith.

To further enhance support to the

Pacific, DDPH and the Defense Reutilization and Marketing Office located at Barbers Point, Hawaii will consolidate by the end of this fiscal year. "DDPH will reduce its footprint, maximize the opportunity to synchronize, reduce and eliminate redundant functions as the two organizations move into the same fenceline," said Smith. "This DLA enterprise partnership will be the beginning of modeling efforts around the globe where applicable."

DDPH has also implemented a Continuous Process Improvement Team Council to create a common approach to encourage and empower innovative thinking throughout the organization, "We empowered the workforce to create change at DDPH. This change has led the workforce to research and implement process improvement ideas within the depot," said Smith.

Another huge success at DDPH has been the Level 1 Green Belt Lean/Six Sigma training for supervisors, work leaders and selected subject matter experts across DDPH. "This training lays the foundation to allow our workforce to proactively identify and implement improvements in their work areas and provide ultimate support to the Warfighter," continued Smith.

"Reevaluating an organization from ground up gives us the opportunity for improvement in all areas," said Smith. Since DDPH's inception to the DDC network in Spring 1999, DDPH has processed over 3.5 million transactions in support of Pacific customers. "The numbers are astounding," said Smith. "However, doing business status quo is not effective for future mission requirements. Distribution is evolving and DDPH must evolve in order to remain relevant to the supply chain of the Pacific."