

“Strategically Speaking”

with **Crimson Jessup**, chief of operations, Defense Distribution Depot Kuwait, Southwest Asia

Warfighter Support Enhancement

Defense Distribution Depot Kuwait, Southwest Asia, or DDKS, maintains the DLA/DDC goal of meeting the needs of the Warfighter as the core of our existence. As the forward most distribution depot in the DDC system, our main focus is ensuring the needs of the Central Command, or CENTCOM, Warfighter are met, and on time. While all of our distribution centers focus on Warfighter support, we at DDKS have the opportunity to be in direct contact with the boots on the ground—we’re up close and personal. The daily interaction with those directly engaged in the fight allows us to better assess and understand their needs and requirements.



Stewardship Excellence

Our largest, most prominent initiative is the serviceable excess program, where the Army and DLA partnered to allow local Supply Support Activities to turn in excess retail material to DLA Depots for stocking and reissue. In addition to cost savings by not having to repurchase, maintaining these parts in theater results in significant reductions in transportation costs and customer wait time (CWT).

Workforce Development

With the development of our surveillance program we brought not only Quality Management System Integration Tool training but office program training to our depot to improve employee writing and basic office skills. It is my strong goal to encourage the participation in trainings which will not only benefit DLA but their personal goals as well. We like to think that a year spent at DDKS is a year well spent, and we send back quality, educated and focused employees.

Customer Engagement

Customer engagement is a large part of my daily activities. Whether it is a soldier inquiring about an Materiel Release Order, a unit needing expedited supplies to support a mission, or an agency inquiring about a process, it is my goal to not only provide the customers with an answer, but to also provide them with the necessary tools to get their information in the future, saving them time and frustration on their part. Teach a man to fish....Sharing DDC websites, policies, and procedures are a large part of the customer engagement which I believe not only benefits the immediate needs of the customer but also aides in building relationships between the Warfighters and DLA.

Continuous Process Improvement

At DDKS, continuous process improvement is the only way. Internally, we exercise smart warehousing, apply lean thought processes to simplify movement and touches and most of all—listen to those doing the work. Externally we continually poll and work with our customers.

Crimson Jessup
DDKS

To read this month’s complete “Strategically Speaking,” be sure to visit DDC on the web at <http://www.ddc.dla.mil/>.