

MRPO to begin site visits for BRAC implementation

By Polly Charbonneau, DDC Command Affairs

The Material Readiness Program Office, or MRPO, visited the Defense Distribution Center (DDC) in January to learn more about DDC in order to prepare for site visits that will allow the MRPO to establish guidelines to successfully implement the Base Realignment and Closure Act, or BRAC 2005.

“We’ve got to get this right so that we can support our Warfighters,” said BG Michael Lally, USA, Commander, DDC, as he opened the day-long conference. “The research you will be doing during your site visits is vitally important to ensure we make the necessary changes to make BRAC 2005 work well for our customers: the men and women serving in our Armed Forces around the world.”

More than 50 members of the MRPO, service and DLA representatives, attended the conference held at the DDC Conference Center in New Cumberland, Pa.

The conference included an overview of DDC operations and the DDC Distribution Reengineering Office. A discussion of the numerous services DDC currently provides for Army, Navy, Air Force, and Marines Corps customers was followed by an update on DDC’s global stock positioning strategy and followed by an overview of DDC’s robust information technology backbone, the Distribution Standard System, or DSS.

The conference closed with a tour of the largest DOD distribution center, the Eastern Distribution Center, after discussions of DDC’s Distribution Planning and Management System, Lean initiatives at DDC, and distribution pricing.

Representatives of the MRPO will now make site visits to those DDC distribution centers and the co-located industrial customers affected by BRAC 2005.

Members of the MRPO will visit DDC distribution centers in Norfolk, Va.; Puget Sound, Wash.; Hill, Utah; Jacksonville, Fla.; Albany, Ga.; Barstow, Calif.; San Diego, Calif.; Anniston, Ala.; Tobyhanna, Pa.; Corpus Christi, Texas; Oklahoma, Okla.; Cherry Point, N.C.; and Warner Robins, Ga.

Site visits began in late January.

DDC receives award for travel card excellence

By Lori Spiegel, DDC Command Affairs

The Defense Distribution Center (DDC) is taking charge of the government Travel Card Program.

At a recent DLA Travel Conference, Travel Card Coordinator Joan Schmidt accepted an award on behalf of DDC for its efforts in reducing the travel card delinquency rates. Of the 19 organizations tracked by DLA, DDC was one of five to receive the DLA Travel Charge Card Benchmark Excellence Award.

DDC has achieved or exceeded the Agency’s goal of a two percent delinquency for all 12 months of fiscal year 2005.

In October 2001, DDC received an award for efforts in the DLA Travel Card Program. In September 2003, DDC was recognized at a GSA SmartPay Conference for having one of the “Most Improved Programs.” Last year, DDC received an award “In recognition of Superior Performance.”

The DLA Travel Card Program’s delinquency rate has been among DLA Director VADM Keith W. Lippert’s, SC, USN, top 10 areas needing attention for many years. To that end, DDC has taken charge for the past several years and has lowered the delinquency rate at DDC to the DLA goal of two percent or below. The delinquency rate is determined by taking the number of delinquent accounts divided by the total number of cardholders to get a percentage.

“When we started tracking our delinquency rate in FY02, DDC averaged nearly eight percent, sometimes spiking even higher,” said Pay and Accounting Division Chief Sharon Shaffer.

Before that, according to Shaffer, about 5.5 percent of DLA employees’ travel card accounts were more than 60 days past due—the threshold for delinquency.

To meet or exceed the DLA delinquency rate, DDC’s Financial Operations Directorate designed a get well plan which included steps to monitor and measure DDC’s delinquency rate. The plan began with an effort to reduce the number of cardholders to only those employees who traveled or those who had the potential to travel.

“Part of the plan also included the addition of a dedicated Program Coordinator who deals with the 26 distribution center Commanders personally to help us maintain our level of excellence within this program,” said Shaffer. “We also undertook efforts to educate all cardholders on the use of the card and make them aware of their responsibilities. This effort, and the support of our top management, enabled us to achieve our current level of success.”

Another key to the success of the program, according to Schmidt, is early intervention. “With more than 1,600 travel cardholders at DDC, we start early to work on accounts that could potentially become



Pay and Accounting Division Chief Sharon Shaffer and Travel Card Coordinator Joan Schmidt display the DLA Travel Charge Card Benchmark Excellence Award which was presented to DDC at a recent DLA Travel Conference.