

## DDC Customer Support Operations improving weekend support to Air Force customers

By Polly Charbonneau, DDC Command Affairs

The Air Force's need for spare parts and other equipment does not end with the business day, so the Defense Distribution Center Air Force Customer Support Team is working to address weekend and holiday support to Air Force units overseas.

In particular, the DDC Customer Support Team has partnered with the Air Force to focus on ways to reduce customer wait time for mission capable support, or MICAP, in the Central Command area of responsibility. These discussions include a review and further development of the requisition process

flow, World Wide Express, clarity of customer contact information, identifying urgent MICAP requests, the Defense Logistics Agency Contingency Supply Support Process (still in draft), and the possibility of providing support from Defense Distribution Depot Kuwait, Southwest Asia.

"DDC knows how important customer support is," said Denise Parker-Kanelos, DDC Customer Operations Support Chief. "This is an excellent opportunity to partner with our customers and our entire enterprise and make things better."

The working group consists of representatives from DLA, the General Services Administration and Air Force, specifically the Mobility Air Force and Combat Air Force, also known as MAF and CAF, Logistics Support Centers, as well as Central Air Force Logistics.

Step-by-step procedures were made clear for Source of Supply support, or SOS, from DLA, GSA and Air Force

managed items. These procedures included exception data requirements and points of contacts for each SOS.

Additional topics discussed included emergency buys (micro-purchases) for items less than \$15,000. The Mobility and Combat Air Forces, and Air Force Special Operations Command, DLA Customer Support Representatives have the lead on a Logistics Support Center test to build in-house procedures and make recommendations for improvements on customer wait time.

The working group established the DDC Customer Teams as the primary touch point for Mobility and Combat Air Forces on any distribution related topic. The benefits gained through these improved working relationships remain in place today with notable improvement for weekend and holiday support since the original meeting in June 2006. The group continues to meet on a quarterly basis.

## DLA's 4 AREAS OF FOCUS

- ★ WARFIGHTER SUPPORT
- ★ STEWARDSHIP
- ★ GROWTH & DEVELOPMENT
- ★ LEADERSHIP