

DDC's Customer Support Office receives recognition from key customer

By Sherry Amrhein, DDC Customer Support, and Stacy L. Umstead, DDC Command Affairs

The Defense Distribution Center's Customer Support Office was honored by representatives from the 10th Mountain Division and Paul Davies, Defense Logistics Agency Customer Support Representative to Ft. Drum, for outstanding assistance and continued support prior to and during their deployment.

Army Lt. Col. Robert Gagnon and Davies presented a flag that was flown over the Joint Logistics Command (JLC) Headquarters in Afghanistan Nov. 13, 2006, to Denise Parker-Kanelos, DDC's Chief of Customer Support, in honor of DDC's dedication to the war fighter.

Customer Support staff from the Army and Distribution Research Teams were presented with Afghanistan Partnership Pins, Certificates of Appreciation, and JLC commander coins.

Gagnon, 10th Mountain Division, provided a very moving and insightful

overview of the unit's time spent in Afghanistan. The briefing ended with the 10th's vision statement: ***"We are Warfighters, Logisticians and Supporters, prepared to give the shirts off our backs and boots off our feet to support the fight. We will never—we will never—say 'NO,' as long as we have one gallon of gas to give or one bullet to give!"***

Gagnon looked over the crowd of DDC representatives and referred to the continued support, "DDC has that same philosophy. You never once tell us 'no,' you always deliver, no matter what time of day it is – you are there for us. We can't express our thanks enough."

All parties were left with a deeper understanding of the military's achievements and challenges in Afghanistan and the importance of DLA's continued role to support the war fighter.



Employees from DDC's Customer Support Office were honored for providing excellent service by representatives from the 10th Mountain Division and DLA Customer Support Representative Paul Davies.

About Task Force Muleskinners, 10th Mountain Division

10th Mountain Division is a light infantry division of the U.S. Army based at Ft. Drum, N.Y. The division's specialty is fighting in harsh conditions.

The 10th Mountain Joint Logistics Command, anticipates, coordinates, integrates, and synchronizes the support, sustainment, and contingency logistics requirements for Joint and Coalition forces as it conducts operations to enable the government of Afghanistan to achieve sovereignty.

Task Force Muleskinners, part of the 10th Mountain Division Joint Logistics Command, was stationed in Afghanistan from February 2006 to February 2007. Among them was Army Lt. Col. Robert Gagnon who transitioned from 10th Mountain to take command of Defense Distribution Depot Anniston, Ala., in July.

With help from DDC and other Department of Defense agencies, the Muleskinners were able to completely reconstitute an entire battalion (complete uniforms, weapons, food, ammo) in less than seven days. The speed enabled war fighters to maintain operational momentum and pressure on the enemy while building combat power between operations.