



General Store

Many years ago, early settlers relied on the "General Store" to provide the goods necessary to sustain their pioneer spirit. In turn, the store owners depended on the continued patronage of these valued customers to stay in business. This newsletter is dedicated to the valued customers of the Defense Supply Center Philadelphia (DSCP) General & Industrial (G & I) Directorate.

Volume 2, Issue 1

Fall 1999 / Winter 2000



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Providing a Total Logistics Solution for Food Service Equipment

Tired of fragmented logistics support when it comes to food service equipment? The 'Philly Solution' is here! The Defense Supply Center Philadelphia recently awarded four food service equipment prime vendor contracts to provide a full range of food service equipment and related services, including design, installation, spare parts, warranty related repairs, and complete life cycle support. The contracts will support all military dining halls and shipboard galleys worldwide with everything from icemakers, refrigerators and ovens to cook-chill equipment, repair/spare parts and Navy approved shipboard galley items.

"We looked to the food service industry to see what they were doing. The prime vendor concept provides a total logistics solution, just like the private sector...affording customers unprecedented readiness capabilities and services never before available from DSCP," said Paul



Brown, Contracting Officer. "Each contract addresses surge and sustainment requirements to meet the unique needs of our military customers." Other benefits include brand name products, an automated payment and invoice system and flexible deliveries (see box below for

complete list of benefits and features). The contracts, each with a one year base and four option periods, were awarded to Dietary Equipment Co., Columbia, SC; Lankford SYSCO, Pocomoke City, MD.; JAL Enterprises dba The Source, Hampton VA., and Gill Marketing Co., Phoenix, AZ.

Under the program, the contracts cover three regions: the Eastern Region-- all East Coast states, plus Europe; the Western Region-- all West Coast states, plus the Pacific Rim; and the Central Region-- the balance of the continental United States.

"The program adds value relative to product choice one-stop shopping, brand name choice, ease of use, competitive prices, individualized service and extensive use of information technology," said Carl Brea, Chief of the Food Service Division. All prime vendors are Y2K certified for food service equipment and ordering systems.

"The prime vendors will have the buying leverage to get the best prices; and the direct interface between the vendors and customers will eliminate costly, non-value added steps from the ordering process."

FSE Prime Vendor Benefits/Features:

- Surge and sustainment requirements
- Brand name choice
- Complete life cycle support
- Flexible deliveries to meet customer needs
- Direct vendor delivery (commercial or military shipping)
- Automated payment/invoice system
- Direct ordering between customer and prime vendor
- 24-hour help desk
- Technical support
- DSCP customer liaisons assigned to each geographic region
- Credit cards accepted



Happy Holidays from G & I



See page 3 for more on FSE

Director's Corner



By George T. O'Neal
Colonel, USAF
Director,
General & Industrial
Directorate

Several months ago, the General & Industrial Directorate (DSCP-I) developed a strategic vision and business framework for warfighter support. We have developed and implemented specific objectives and goals in key areas to achieve our vision. A major factor in successful vision achievement is understanding our customers – their concerns, requirements, and how we can better serve them.

Each DSCP-I organization has worked aggressively in this area by visiting their key current and potential customers. This affords them an opportunity to better understand their customers' requirements. It also gives them a chance to update customers on the innovative support vehicles available to meet their customers' needs, or develop tailored packages if necessary.

During October, I visited a number of key customers during a swing through the Pacific region. As a result of this visit, I believe our customers have a better understanding of the support mechanisms we have available to meet their warfighting requirements.

The customer meetings were well received and always very candid. As we continue to shift to commercial practices, we naturally encounter problems and issues along the way, which were not anticipated and must be resolved. This is to be expected when rolling

out new, innovative programs. But the commitment is there on the part of both DSCP-I and our customers, and it's critical to have open communications to ensure we work through the bugs.

Having said that, I can also say categorically that the customers I visited were high in their praise concerning DSCP-I support for them. This mirrors similar views held by customers throughout the US and Europe.

We're proactive in trying to understand and meet customers' needs. We listen to them, work hard for them, and have numerous support vehicles in place or under development which provide significantly enhanced customer support. These support vehicles have proven themselves in practice to save time and money, and this has been verified by independent auditors.

As a result of my Pacific trip, there are numerous partnering possibilities we intend to pursue. Working groups, Integrated Process Teams (IPT), and/or focal points were identified real-time, and are already being worked. To enhance customer support, especially in light of the theater's breadth, scope, nature, and distances, we are increasing our staff in-theater.

Some customer concern has been expressed regarding the number of visits we've made recently. Let me assure you we're working hard to coordinate visits among the disparate commodities and customer groups within DSCP. G&I is responsible for a wide range of commodities.

Typically, the customer organizations responsible for these commodities are, not surprisingly, as varied as the commodities themselves. So our Lumber Customer Liaison Specialists (CLSs) invariably meet with different customers from, say, our Metals CLSs.



During my trip, I also participated in the Korean Reengineering Logistics Conference at Yongsan Post, Seoul, Korea. At this conference, I learned a great deal about the enormous challenges facing our forces in-theater. As an adopted "loggie," I was better able to understand warfighters' requirements, and realize the importance of ensuring our support mechanisms address the transition from armistice to war: *"how does it work during war?"*

Some of the key topics addressed at the conference included wartime sustainment planning for components; joint logistics operations; Integrated Consumable Item Support (ICIS) for wartime planning; Prime Vendor (PV) support; and forward prepositioning of appropriate stock.

Our commitment to you is paramount. It's the reason we exist. We intend to continue to aggressively pursue our vision:



G & I Vision Statement

To bring three emerging logistics concepts – velocity, visibility, and information technology – to bear to provide tailored logistics support packages to our top customers, as well as a market basket of logistics support vehicles to all our customers. Our focus is to become so logistically attractive to our customers that they flock to us! This in turn will allow them to shift resources – both monetary and personnel – to their core warfighting competencies.





In other FSE news...

Food Service Team Provides Real-Time Response for Ice-Maker

Navy Ensign Alford of the USS Toledo recently contacted a member of the Defense Supply Center Philadelphia's General and Industrial Directorate's food service equipment team with an urgent request for an ice-maker-dispenser [model P/N NDE550AS-1A]. The submarine was scheduled to deploy within four days. By merely placing an order with a prime vendor, the ensign got the experience of all the manufactures represented by the prime vendor and their resources.

The DSCP team contacted *The Source*, the prime vendor in that region. The company did not stock this particular item but then called the manufacturer who also had no stock, but was capable of making the item in 27 days. *The Source* then offered an alternate icemaker that was ship-board acceptable. The ensign approved the swap and had the ice-maker in three days.



E-mail: fse@dscp.dla.mil

Who to Contact for Food Service Equipment at DSCP:

West Coast CONUS and Pacific Theater Region:
Susanne McHale, email smchale@dscp.dla.mil,
phone (215) 697-0649 or DSN 442-0649

Central CONUS Region:
Joseph T. Pura, email jpura@dscp.dla.mil,
phone (215) 697-6391 or DSN 442-6391

East Coast CONUS and European Theater Region
(Land based only)
Timothy Burbidge, email tburbidge@dscp.dla.mil,
phone (215) 697-0256 or DSN 442-0256

East Coast CONUS and European Theater Region
(Ships only)
Eugene Beuttel, email ebeuttel@dscp.dla.mil,
phone (215) 697-3670 DSN 442-3670



Marine Life Saving and Diving Program Enters the Electronic Age

Turn up the volume! The Defense Supply Center Philadelphia's marine lifesaving and diving program now has a web site on the Internet, which sounds as good as it looks. Customers can obtain information on the program including an on-line diving prime vendor presentation, the program's features and highlights, the geographical regions, and points of contact for each region. The site also contains information on our long-term contracts for Mark 1 life preservers, commercial life

preservers, and life raft inflation equipment. Our site also provides a direct link to the diving prime vendors' web sites. These sites include on-line catalogs, easy-to-use order placement procedures, technical data and a host of other information applicable to marine lifesaving and diving operations. Our customers can register on-line with the prime vendors and begin ordering equipment instantly. Our site also links customers to other programs available from DSCP including MRO, wood products, metals, and the Industrial Prime Vendor (IPV). Visit DSCP's Marine Lifesaving and Diving site at - www.dscp.dla.mil/gi/general/

[mardiv.htm](#) and make it one of your favorite bookmarks!

For more information, call Kevin Dean (215) 697-4017/DSN442 or email kdean@dscp.dla.mil or Mara Bailey (215) 697-4987, email mbailey@dscp.dla.mil.



Navy Selects DSCP's Fire Fighting Prime Vendor Program – Shipboard Structural Coveralls Feature Protection and Comfort –

The U. S. Navy has selected the Defense Supply Center Philadelphia's fire fighting prime vendor program to purchase shipboard structural coveralls. Our program offers a new, simplified, and efficient procurement system. Eighteen new National Stock Numbers have been established for the coveralls to cover a range of sizes, from small to XXX-large, available in short, regular, and long. For example, medium/regular size is NSN 4210-01-468-6551 (it replaces

NSN 8415-01-300-6557). The newly listed coverall is manufactured by Lion Apparel, part number Janesville's® Guard 97/ Navy 1; it is certified to the National Fire Protection Association Standard, NFPA 1971, 1997 edition.

The one-piece design of the coverall provides increased thermal protection; reduces the threat of exposure when bending over, crawling, or reaching; weighs less; and is more comfortable. The storm flap and closure system runs

from below the throat to the crotch. This makes donning, doffing, and ventilation quick and easy. Raglan sleeves and a radial underarm band enable natural movement in the upper body without binding or pulling. The Guard 97/ Navy 1 carries Janesville's lifetime warranty against defects in workmanship and materials.

DSCP's fire fighting prime vendor program simplifies the buying process and provides quick, efficient, and personalized

service to military fire fighting facilities. For additional product information, including special features of material composition and construction, contact : Maureen Tyler at (215) 697-3788/DSN 442 or email: mtyler@dscp.dla.mil.



Guard 97/ Navy 1 Features

- ⊆ **Outer shell is a 7.5 oz/ yd² oz blend of Pbi[®] and KEVLAR[®].**
- ⊆ **Thermal barrier features Glide II[™] low-friction face cloth and a blend of virgin KEVLAR[®] and NOMEX[®].**
- ⊆ **CROSSTECH[®] Moisture Barrier.**
- ⊆ **Liner system snaps in and out.**
- ⊆ **Extra layer of thermal protection in yoke.**
- ⊆ **5" split collar overlaps with helmet neck protector for thermal protection.**
- ⊆ **Radial underarm band enables natural movement without binding and pulling.**
- ⊆ **8" over-the-thumb wristlets reduce sleeve rise when reaching.**
- ⊆ **Elbow reinforced with additional layer of outer shell material.**
- ⊆ **Zipper in and hook and loop out closure system.**
- ⊆ **One--inch elastic band at waist delivers tailored fit.**
- ⊆ **Radial banded crotch provides superior seam strength to protect high--stress areas.**
- ⊆ **2" lime-yellow 3M[™] Scotchlite[™] Reflective Material at sleeve cuff, chest, waist, and above pant cuffs.**
- ⊆ **Pant cuffs reinforced with polymer--coated KEVLAR[®].**
- ⊆ **Zipper leg opening 18" long for easy donning over boots.**
- ⊆ **Knees have 9"x 11" polymer-coated KEVLAR[®] reinforcement on outer shell and FR Lite-N-Dri[™] closed-cell cushioning in liner.**
- ⊆ **Roomy 8"x 7.5"x 2" full-bellows cargo pockets.**

Fire fighting Prime Vendor Update

The Defense Supply Center Philadelphia's fire fighting prime vendor program is expanding to include Europe and the Pacific. Team visits to military bases in Germany, Italy, Japan and Guam have generated interest in the program from fire chiefs and key command personnel and resulted in the designation of pilot sites. Solicitation for the European Region is currently being prepared. Tentative issue date is December 1999.

The Western/Central region was awarded in August.

Pilot customers for the Western/Central region have been identified as:

- o Hickam Air Force Base
- o Pearl Harbor Federal Fire Department
- o Marine Corps Air Station Miramar
- o Camp Pendleton
- o San Diego Federal Fire Department
- o Fort Lewis
- o McChord Air Force Base
- o McConnell Air Force Base
- o Oklahoma City Air National Guard
- o Tinker Air Force Base
- o Fort Rucker
- o Whitman Air Force Base

For more information about DSCP's fire fighting prime vendor program, contact the fire fighting team at firefighting@dscp.dla.mil or call Diane Neff at (215) 697-6963/DSN 442.



Post-Award Audits are Positive for Customers

When the General and Industrial Directorate's Maintenance, Repair, and Operations (MRO) prime vendor program was implemented in 1996, a major concern of both customers and DSCP was the price of the items comparable to the customer's current buying trends. To combat this concern, DSCP initiated a Post-Award Audit Program where a contract support team works in conjunction with the CBU's customer liaison specialists to assure accurate and best value pricing. This program examines contractor data such as contractor invoices to assure accurate pricing. Visits are also made to customer locations to survey the local economy to assure comparable pricing. **These audits facilitate relationships between the prime**

vendor and local vendors, which result in long-term benefits for you, the customer.

Prior to the implementation of prime vendor, customers bought their products through the traditional supply system, directly from the OEM/distributor or from the local economy (i.e. Joe's Hardware). These two options did not result in economical transactions because minimal quantities were usually ordered. Also, orders processed through the supply system were priced reasonably. However, the customer usually had to wait an extended length of time before receiving the material.

The inception of the MRO prime vendor program alleviates long delivery and now assures better

prices. In addition, customers can concentrate their time on warfighting issues and leave the logistics to us.

For more information on post-award audits contact, Daniel Keefe at 215-697-0304/DSN442 or email: dkeefe@dscp.dla.mil.



T i m b e r

The Defense Supply Center's wood products prime vendor program continued its rollout with awards in the Southwest and Pacific regions. The Southwest region covering Southern California, Nevada, Utah, Arizona, Colorado, New Mexico, and Fort Bliss, Texas was awarded 26 August 1999 to Buie Forest Products, Boerne, Texas. During the initial implementation period, over 50 sites were visited. Thirty-seven customers including Tooele Army Depot, Defense Depot San Diego, Edwards AFB, Sierra Army Depot, NAS Miramar San Diego, Fort Bliss, and Hill AFB are actively participating in the program and enjoying the benefits of quick delivery, competitive pricing, and quality products. The Pacific region was a split award. Mathews Lumber of Woodinville, WA, received the Japan/Okinawa region while Sylvan Forest Products, Portland, OR, was awarded the Korean region. With the implementation of the prime vendor, Pacific region customers are now experiencing 30-45 day overall logistics response time for their lumber requirements.

For additional information, contact Tom Grace at (215) 697-3558/DSN 442 or email: tgrace@dscp.dla.mil.

Move & Store Materiel (MSM) Expands Product Lines

To keep pace with customer demands for new and innovative equipment, DSCP's Move and Store Materiel (MSM) Group has added several new items to its product line, including 20' and 40' containers, special-



ized shipping and storage containers, tent flooring, sandbags, stacking systems and corrugated shipping pallets.

The specialized shipping and storage containers, certified for airlift and helo operations, are also weather and sand proof. The interiors of the containers can be



configured to customer needs to include shelving and storage trays. The containers provide portable protection and storage capability for a variety of tactical operations.

MSM has three long-term contracts in place to support standard and hazardous material stacking system requirements to in-

crease warehouse efficiency. Orders are tailored to customer specifications, including custom options, hydraulics, and installation configuration.

Many customers identified portability, space and weight limitations as chief among factors that influence a storage equipment purchase. Our new corrugated shipping pallet successfully addresses each of these concerns. The lightweight construction and collapsibility make the pal-



let more versatile than a traditional pallet, facilitating reduced shipping costs as well as easy set-up for use or collapse for storage.

MSM will soon offer Tailored Logistics Support Packages (TLSP) for storage drums, berm liners and tie-downs. The drum program will offer a management solution that will reduce on-base storage of drums and provide just-in-time delivery. As the name suggests, these TLSPs represent a customized response to a need or problem identified by our customers through traditional business interactions that include customer visits, interviews and surveys. Let us put together a tailored support package to meet your move and store needs.

We also anticipate awarding the Material Handling Initiative (MHI) prime vendor. This contract will provide an array of material handling equipment and services to America's armed forces for material handling, pallet management and stick items, and more. Easy ordering, surge capability testing, contingency planning and

the best in commercial business practices are some of the features of this initiative.

For information on these items, or any of your MSM and heavy equipment needs contact Army LTC Gene Surmacz at (215) 697-4572/DSN 442 or email: esurmacz@dscp.dla.mil.

Material Handling Equipment Prime Vendor is Here

Through a partnership with the Air Mobility Command (AMC), Move and Store Materiel group recently awarded the prime vendor contract for the 436L Loader System/Material Handling Equipment (MHE). This contract provides a wide range of specialized parts required for the various loaders used in the 463L Cargo Loading

System. The initial implementation will be at Dover AFB and then, following successful roll-out, Travis AFB. Other bases will be added including Hickam, Okinawa and Yokosuka. The scope of the contract allows for the addition of other lifting devices and MHE support; making the initiative adaptable to non AMC bases as well.



G&I Awards Another IPV Contract



The Defense Supply Center Philadelphia's General and Industrial Directorate recently awarded an industrial prime vendor contract, worth \$20 million in its initial two years, to Raytheon Co., based in Lexington, Mass. Under the contract, Raytheon will provide supply chain management of the hardware needed to repair and upgrade weapon systems at U.S. Marine Corps Logistics Bases in Albany, Ga. and Barstow, Calif. From left, Marianne Dormer, DSCP's branch chief for ground support, Tom Pawlowski, DSCP contracting officer, Ellen Hayes, contract administrator for Raytheon Co., and Garth McBride, DSCP customer liaison specialist.



DSCP's Metals Prime Vendor Program Continues to Grow

The Defense Supply Center Philadelphia has awarded metals prime vendor contracts to cover the entire continental United States.

The metals prime vendor program provides a single source for our customers' metal needs. The contracts offer a comprehensive selection of metal products, including carbon steel, stainless steel, aluminum, nickel, cop-

per, brass, titanium and other industrial metals in a variety of shapes and forms. The prime vendor provides an internet-based electronic order entry system, just-in-time delivery, and volume discounts. Customers go directly to the prime vendor with technical questions and quality issues. Many services, such as cutting, sawing, shearing, and scrap/salvage removal are available on an optional basis. DSCP's scrap and salvage removal program is an additional benefit for customers. Recently, the Shore Intermediate Maintenance Activity, Norfolk, was credited approximately \$100,000 for unusable and

unnecessary material for scrap and salvage removal.

The Federal Prison Industries (FPI) in Ft. Worth, Texas benefited when a prime vendor was able to expedite an order to its metals sign shop to avoid a work stoppage. FPI, a non-Defense Department customer, has unique delivery and material handling requirements that were addressed by the prime vendor successfully. Other FPI and UNICOR activities will be using the program to meet their metals requirements in the near future.

Since July 1999, 19 new activities implemented prime vendor. Activities from all military services

are now participating, as well as non-DOD customers such as UNICOR/FPI. Sales for fiscal year 1999 have exceeded \$9 million.

A solicitation is currently in the works for the Hawaii/Guam area, with an expected award date of March 2000. Future solicitations will be developed for Japan/Okinawa and Europe.

For more information about the metals prime vendor program, contact Tom Cavanagh at (215) 697-6245/ DSN 442, email tcavanagh@dscp.dla.mil or Bill Austin at (215) 697-4593/ DSN 442, email waustin@dscp.dla.mil.

Cut Costs on Your Programs that use Precious Metals



The Defense Supply Center Philadelphia's, General and Industrial metals and metals products group has been responsible for the management of precious metals (Federal Stock Class 9660) since 1974 under the Precious Metals Recovery Program. We manage five items- gold, silver, platinum, palladium and rhodium. Each precious metal item has been refined to at least .999 degree of fine-

ness, which means it's pure for almost any use. We supply the precious metals in sponge, granulation or bar form.

DSCP offers these precious metals at below market price, and that's important- because these low prices are passed on to you as cost savings when you requisition precious metals from DSCP. *Why are our prices so low?* Our customers are charged only for metal recycling costs plus a standard cost recovery fee.

Any Department of Defense activity or any participating non-DOD activity or agency may order this material. Participation is approved by the Defense Lo-

gistics Agency (DLA).

There is a requirement for procurement officers to cite DoD Federal Acquisition Regulation Supplement (DFARS) clause in solicitations for material that contain precious metals. This clause is DFARS 252.208-7000- Notice of Intent to Furnish Precious Metals as Government Furnished Material. Using GFM precious metals is a smart move because of the lower prices. Some commodities that lend themselves to this process are wire and cable, dental, brazing alloy, badges, radar antenna, sputtering targets, and batteries.

Physical shipments will normally take two weeks



after we receive your requisition, unless the metal is transferred to a pool account, then it will take three days.

If you are interested in this fast and easy way to cut costs in your precious metals programs, please contact Linda Stonelake at 215-697-2734/DSN442, FAX-215-697-4236, or email lstonelake@dscp.dla.mil.

Don't Just Fix It . . . Kit It!

In an effort to help customers reduce repair cycle times, order ship times, and dollars spent on inventory while increasing readiness, the Defense Supply Center's General and Industrial Directorate offers a kitting program for benchstock items. The program provides customers with kits containing specific parts for use in maintaining and repairing various weapon systems.

George McFall, a customer liaison specialist in DSCP's General and Industrial Directorate said the kits are constructed to provide

mandatory replacement parts for a particular repair/overhaul action. DSCP, in conjunction with commercial partners, works with maintenance personnel to tailor kits to the actual work, eliminating excessive waste of unused parts. DSCP currently offers about 600 different kits.

"They can be modified or a new kit can be designed. All the customer has to do is ask," explained McFall.

He said using commercial suppliers to build and issue these kits provides DSCP with the flexibility to

meet customers' requirements faster.

"The biggest benefit has been enhanced responsiveness. With kits, customers can order any number of parts with one NSN, speeding up the ordering and response time," he said.

For six years, DSCP has been managing kits for customers at every level, in every service. Kitting sales for fiscal year 1999 were about \$10 million and McFall expects sales to continue to increase.

"The program has really taken off. We're working on

several long-term contracts and have new customers coming on board, such as Naval Air Stations Lemoore (California) and Oceana (Virginia), Hill Air Force Base (Utah) and Fort Irwin (California)," he added.

For more information, contact George McFall at (215)697-0539/dsn 442, or email gmcfall@dscp.dla.mil.

"All the customer has to do is ask"



YEAR 2000 IS UPON US

Y2K is right around the corner and the Defense Supply Center Philadelphia's General and Industrial Directorate is still hard at work preparing for any problems that might be encountered. The Defense Logistics Support Command, Primary Level Field Activities, and the Depot Control Center have considered six possible Y2K "event denied" systems scenarios. Each scenario supposes critical systems being down that are considered key to support requisition processing. In every scenario, the DLA Web site <http://www.dla.mil> will be designated as the central control point to enable customers to scope one main site for status of their requisitions if a Y2K event occurs. Each Inventory Control Point will be feeding the latest requisition information into a central database, which can then be viewed, through the DLA web site.

The DLA Web site will specify which system or systems is down and what actions to take.

"This directorate has completed review of its managed items and has found 27 national stock numbers with a potential Y2K problem," said Linda Brian. "Action has been taken to dispose of the potential non-compliant material."

Brian said a copy of the disposition letter has been sent to the commanding officer of the Naval Inventory Control Point in Mechanicsburg, Pa. This letter is designed to alert NAVICP about the possibility of a failure of weapon systems associated with weapon systems codes for these items. A Product Quality Deficiency Report was completed on each of the targeted national stock numbers to replace the questionable ones to reflect a compliant item, which could be released for use.

Brian said supplier capability is still a concern. "We spent many hours contacting suppliers to verify if they were Y2K ready, and if they were not, to notify us when they would be," she said. "The majority of our suppliers are now Y2K ready but some are not and will not be."

Brian said general and industrial has a contingency plan in place to protect customers from suppliers that have told us they are not Y2K.

"We've bought six months worth of acceptable stock from contractors on each national stock number where the supplier was deemed at risk of being non-Y2K compliant," she said. "This will ensure that if a supplier does go out of business or can't manufacture their product, DSCP will have enough stock on hand to meet our customer's demand."

For more information, contact Linda Brian at (215) 697-6940/DSN 442, or email lbrian@dscp.dla.mil.

Cob Web Corner

Need an image to punch up a presentation? Check out the Defense Visual Information Center (DVIC), the official records center for the storage and preservation of visual information (VI) records of the U.S. military.

www.dodmedia.osd.mil/dvic/index.htm

Need to know just about anything? Ask Jeeves at: www.ask.com

www.dscp.dla.mil/gi/



General & Industrial Conference Attendance Schedule	
Expo/Conference	Date
Marine West 2000 Camp Pendleton, CA	12-13 Jan
Reserve Officer's Association Expo Washington, DC	23-25 Jan
West 2000 San Diego, CA	10-11 Feb
DOD Logistics (NDIA) Kansas City, MO	13-16 Mar
11 th Annual US Army Ground Vehicle Survivability Symposium, Monterey, CA	27-30 Mar
26 th Environmental (NDIA) Long Beach, CA	27-30 Mar
Marine South 2000 Camp LeJeune, NC	5-6 Apr

**For more information on these conferences contact:
Vernard Cabbler (215) 697-9791, DSN 442-9791, email vcabbler@dscp.dla.**

DILNet

Can't Find a Part? Check a National Inventory via DILNet

If you're having trouble finding a particular part managed by the Defense Supply Center Philadelphia's General & Industrial Directorate, log onto www.dscp.dla.mil/gi/dilnet/. At this website, you can query DSCP's Inventory Locator Network (DILNet) by NSN or part number.

DILNet is a tool used by DSCP buyers and inventory managers, which gives access to off-the-shelf inventory. Qualifying vendors transmit inventory data to DSCP on a daily basis. This current and accurate data is matched to DSCP requirements, greatly reducing administrative and production lead-times. The result: A streamlined award and shipment process which gets material to our customers quicker. Quick delivery is one big advantage DILNet

provides to our customers. The average ship time is just 8 days with DILNet orders. Compared to the production lead time of 122 days on average for traditional requisitions The program is currently being upgraded to include automated awards. This will serve to further reduce the administrative process.

There are currently 32 vendors participating in this program, providing a variety of items such as, lighting material, fasteners, and o-rings.

Each day, the database contains between 65,000 to 70,000 unique NSNs, depending on vendor on-hand assets. We will soon be adding belting, plumbing, and refrigeration/AC items among others. In fiscal year 1999, almost 2,000 awards worth \$6 million were made using DILNet.

To learn more about DILNet, visit our website or contact Susan Samocki at 215-697-3020/DSN 442 or email: ssamocki@dscp.dla.mil.

Show Me the Money!

If these are words you've thought about saying every time someone talks to you about mission, vision, goals and/or customer service . . . well, we don't blame you. In fact, we AGREE! That's why we are going to blow our horn just a little to give you some inside information about what's up with Benchstock.

To ensure that our vision and mission are fully realized, DSCP, the General & Industrial (G&I) Directorate, has entered into performance – **results** – based contracts with each of its Customer Business Units (CBUs). Each CBU met with Colonel George O'Neal, USAF, Director of G&I, to commit to the realization of various objectives, for instance:

Customer Interaction – Develop and implement a plan for recurring customer interaction. Conduct regular visits with customers at both the strategic and tactical levels.

One of our largest and most productive CBUs, Benchstock has a contract goal to complete eight strategic level visits and 80 tactical level visits during the contract period. To date, the CBU has completed 9 strategic level and 41 tactical level visits. These tactical level visits allow the CBU to show customers our Industrial Prime Vendor (IPV) Program and other new initiatives. They also allow personnel to strengthen lines of communication with customers to ensure that our customers' needs are satisfied promptly and completely.

Tailored Logistics Support Packages – Develop and implement tailored logistics support packages for our top customers. The Benchstock CBU's contract goal is to implement an IPV

Program at 11 customer sites, and to implement a tailored logistics support package for the CBU's top five customers. To date, the CBU has implemented an IPV Program at 14 sites, with 145 ordering activities participating in those IPV Programs. The CBU has IPV programs pending at three of its five top customers. The Benchstock CBU is developing a General Electric logistics contract that will transfer various National Stock Numbers from traditional management to innovative management for satisfying worldwide demand for the NSNs included in the contract. This contract will provide support for the F110, F101, and F118 aircraft engines and promises improved delivery times and supply availability. Benchstock is also developing innovative kitting programs for consumable overhaul/repair items. To date, the CBU has awarded seven indefinite quantity contracts (IQCs) for 41 repair kits. These IQCs feature direct vendor delivery from the contractors to the customers. Major customers participating in the kitting program include: Corpus Christi Army Depot, Marine Corps Logistics Base Albany/Barstow, and Naval Aviation Depots Jacksonville and North Island. The expanded use of direct delivery contracts will eliminate the burdensome costs associated with depot storage of material. The reductions in inventory holding costs will be passed on to our customers. The return of those costs will free up scarce resources so that customers may deploy their resources in the most economic and effective manner possible.

Develop "Shift to Commercial Practices" Initiatives – Develop and implement a plan for a Shift to

Commercial Practices unique to our items; for example, converting military specification items to non-Government specifications; corporate contracts; customer value contracts; vendor managed inventory. The Benchstock CBU has a contract goal to convert 4,000 NSNs from military specifications to non-Government standards. To date the CBU has completed conversion for 466 NSNs, and conversion is in process for another 212 NSNs. Procuring items according to non-Government standards will greatly increase the number of manufacturers and suppliers who will be willing to do business with the Benchstock CBU. An enlarged industrial base will produce the following outstanding results for our customers: increased competition will result in faster deliveries, better prices, and higher quality products and services; and expanded sources of supply will enable customers to respond to surge requirements and to sustain mission requirements and operations.

Another Benchstock contract goal is to increase the number of Qualified Supplier List (QSL) contract lines by 25% during the contract period. To date, the CBU has increased QSL contract lines by an astounding 49%! The increase in QSL lines means that benchstock customers receive their materials faster – deliveries are not delayed pending Government source inspection. Materials provided from QSLs do not need to be Government source inspected.

In addition, the Benchstock CBU has contacted 26 top vendors to discuss implementing electronic vendor catalogs. It now has the following web-based catalogs available: three for nuts and washers; six for bolts and screws; and three for kitting.

Infrastructure Reduction – Develop and implement a plan for customer infrastructure reduction. The plan must achieve customer and depot savings in inventory, infrastructure, personnel, and associated handling and processing costs. The Benchstock CBU has a contract goal to reduce inventory to \$392 million. As of September 1999, the CBU has reduced inventory to \$413.2 million, down from \$431.9 million in June 1999.

Each CBU agreed to specific goals and timelines for achieving each of the objectives. Quantitative metrics for tracking each CBU's performance with respect to each objective were established and agreed to. Our CBUs will be evaluated and rewarded in terms of how closely they have achieved the above objectives during the period July 1999 to December 1999. Having our CBUs focus their efforts and energies on performance based objectives and outcomes will enhance their effectiveness in serving customers and helping customers to realize their own strategic goals and objectives. Having reward structures tied to performance based objectives and outcomes will also ensure that customer satisfaction is maximized. Our customers can look forward to improved levels of service and responsiveness as our CBUs gear up to achieve or surpass their contract goals!

For more information on Benchstock, contact Tony Cosenza at (215) 697-4159/DSN 442, or email acosenza@dscp.dla.mil.



How to Reach Us:

With all of the ongoing changes within DSCP and its General and Industrial Directorate, both our people and telephone numbers are changing fast. During the first quarter of 2000 we will begin converting the commercial prefix 697 to 737. To stay connected with our most valued customers and vendors we have provided the following listing of leading contact points. For the most up-to-date G & I telephone numbers, check out the DSCP online phone listing at <http://www.dscp.dla.mil/phone/fonenew.htm> or call commercial at (215) 737-8600 or toll-free: 800-441-1837.

Customer Support

Customer support is provided worldwide by the DSCP General & Industrial Readiness Office. This service is divided into four separate functional segments: Land, Sea, Air, and, Troop Support. Each group will assist your activity according to your functional needs. If, for instance, you were calling from a Naval facility but are working on Naval aircraft, your point of contact would be the air team. Troop support will assist your activity for urgent items that are personnel and individual equipment items that may not be coded to a weapon system.

In addition, the Emergency Supply Operations Center (ESOC) is a section of the Readiness Office For emergency requisitions, high priority requisitions, or requisitions with exception data, contact the **DSCP G & I ESOC at (215) 697-2336/DSN 442**. Requisitions can also be submitted via the G & I web site at www.dscp.dla.mil/gi/cbu/n/order/.

Commercial (215) 697 (737 where noted) + ext DSN 442 + ext (444 where 737 commercial prefix noted)

<u>Readiness Office</u>	<u>POC</u>	<u>Phone</u>
Director	Richard Strang	737 - 5304
Deputy	LtCol Sheila Michalke	737 - 5392
Air	MAJ Curt Hoffman	737 - 5394
Land	Ed Dixon	737 - 5341
Sea	Alicia Ingber	737 - 5330
Troop	Robert T. Pezick	737 - 5438

Customer Support Emergency/Call Center X2336

The following list identifies the various initiatives and a phone number to reach someone who can address your concerns, or provide solutions:

GENERAL & INDUSTRIAL DIRECTORATE

<u>POC</u>	<u>Phone</u>
Director	
Col. George T. O'Neal	X3201
Deputy Director	
Yvette A. Burke	X4353
Logistics Support	737-
Frank Ciccarone	3160

<u>Commodities</u>	<u>POC</u>	<u>Phone</u>
Move & Store Material	LTC Eugene Surmacz	X4572
Heavy Equipment/Construction Equip	Jim Singer	X5889
Fire Trucks/Emergency Vehicles	Bob Hutkowski	X9363
Environmental Equipment	Joe McHenry	X5892
Mat'l Handling: Storage Systems/Containers/Rope & Rigging	Mark Scott	X4527
General Hardware	Marvin Rosenbaum	X4333
Miscellaneous Hardware	Angela Bogucki	X6752
Special Padlocks	Jeffery Jobs	X2410
Knobs & Pointers	Joseph Selsky	X5831
DILNET	Susan Samocki	X3020
Foreign Military Sales (FMS)	Diane Dunn	X0349
Operational Equipment	Tony D' Ambrosio	X3680
Safe Environment	Tom Daley	X2383
Firefighting	Carl Brea	X6440
Marine Lifesaving Diving/Morale Welfare & Recreation		
Pacific Region	Abie Fuller	X5547
Atlantic Region	Stephanie Gravitz	X4552
Telecommunications Supplies: Imaging/ADPE & Info	MaryJane Angelopoulos	X3945
Facilities Maintenance	Anne O'Connor	X2234
Building Material/Plumbing	Dave Lipshutz	X3475
Lumber	Tom Grace	X3558
Lighting	Tony Armentani	X5028
Maintenance Repair & Operations	Chet Evanitsky	X3279
Metals	Chris Brown	X3634
Metals Regional Integrated Supplier	Joseph Seborowski	X2772
Benchstock	Tony Cosenza	X4159
Threaded Fasteners	Gary Shute	X0462
Industrial Prime Vendor (Aerospace)	Dave Pryor	X6099
Non Threaded Fasteners	Neil Kovnat	X3476
Industrial Prime Vendor (Non Aerospace)	Elliott Chant	X3402

Internet:

General & Industrial Home Page: www.dscp.dla.mil/gi/

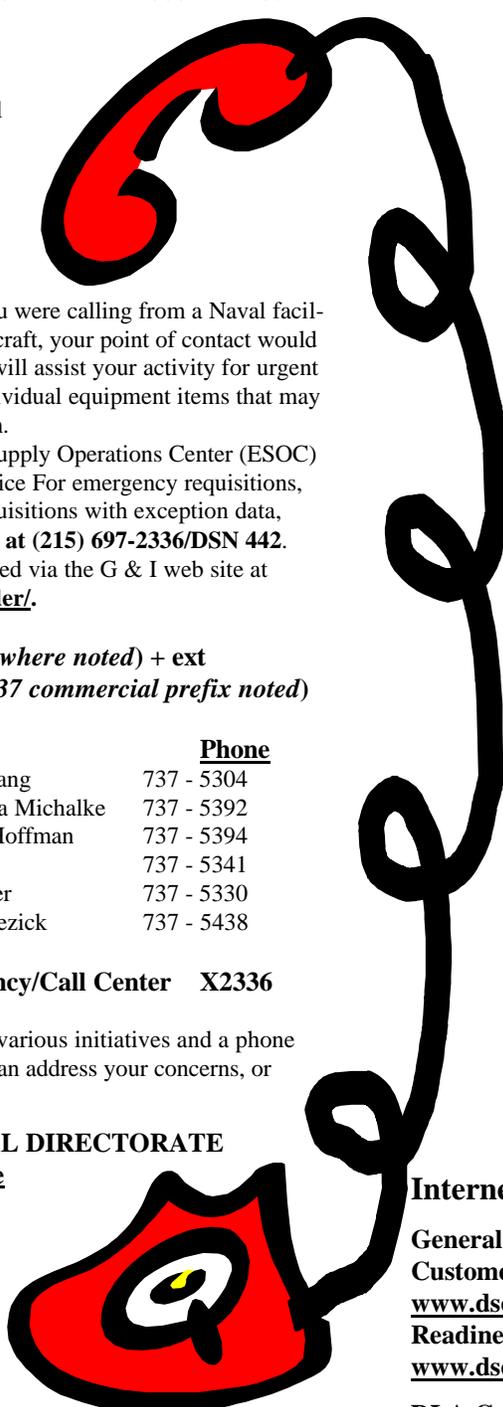
Customer Information:

www.dscp.dla.mil/gi/general/customer.htm

Readiness/ESOC:

www.dscp.dla.mil/gi/cust_service/esoc.htm

DLA Customer Service: www.supply.dla.mil





The Back Porch
 By Yvette Burke
 Deputy Director,
 General &
 Industrial
 Directorate

We Hear You Loud and Clear!

In mid August, Ms. Anne O'Connor, Chief of the Facilities Maintenance, Mr. Anthony Cosenza, Chief of Benchstock, and I traveled to Europe. We met with over 40 military and civilian Command and support personnel in Heidelberg, Stuttgart, Ramstein, Kaiserslautern, Wiesbaden, Mainz –Kastel, Giessen, and Sembach. Here at the Defense Supply Center Philadelphia, the General and Industrial (G & I) Directorate is increasingly focused on Readiness. We wanted to hear the challenges – from your prospective – that we must confront aggressively to assure you receive the excellence in supply chain management and services you expect – and that we are promising to you!

We recognize the complexity of logistics support required for recent military actions in such places as Kosovo. Our commitment to provide this support worldwide means that we must keep a global perspective firmly in mind. In our Office

of Counsel, Mr. Steven B. Hilkowitz, international and operations law expert, advises G & I personnel about the legal and business issues for OCONUS procurement. We will ensure that our workforce is informed of the applicable procurement regulations, import restrictions, treaties and agreements, transportation requirements, currency issues, contingency operations, and personnel issues because we understand that our ignorance of these issues may be a source of problems, for you!

While lower costs and lead-times are appealing aspects of Prime Vendor contracts, we have heard your concerns about smooth implementation due to the issues you mentioned above. Material handling equipment has been a problem in that heavy usage means additional requirements for repair parts. Repairs are delayed until local purchases with local service providers can be arranged. Major engineering equipment is sourced from the states by companies such as John Deere and Caterpillar and you need parts for these specific pieces of equipment. We are coordinating with DLA Europe to obtain information about equipment density, manufacturer, and model year to initiate Prime Vendor contracts

to fill this need.

Prepositioning materials for contingencies, especially Class IV items, is under review now in G & I. Quantities of material no longer required, is an issue for Defense Distribution Depot Europe. We will continue to market sources while coordinating our analyses for prepositioning materials with DDDE.

Contingency and national disaster relief efforts, changes in Force structure and the future focus of Force operations – all mean that we must prepare contracts that allow flexibility in the type and amount of support, and support locations. When we partner with our suppliers, we must recognize the challenges for and the concerns of our military customers for civilian contractors in war zones. Class IX items will be supported traditionally for some time to come, but with attention to correcting problems with delays and bureaucratic procedures. Market research and initiatives to provide flexible innovative support must also be implemented. We have initiated hiring actions for personnel to support both Class IV and IX items for G & I in our office DSCPE in Mainz-Kastel.

We must conduct our logistical support actions,

mindful of our customers' own reengineering efforts. The Army is moving toward the Single Stock Fund concept to centralize spending and divest any inventory not their responsibility. This includes subsistence and class IV items. We are taking another look at how we classify and support our items organizationally – a new way – again – of looking at customer needs. Reengineering – again – to meet your needs.

We recognize Change as constant. We feel confident in our ability to meet the challenges.

Notice: Email Address Changes

All email addresses ending ...@disc.dla.mil have been changed to ...@dscpl.dla.mil

The "General Store" is published quarterly by the DSCP General & Industrial Directorate Business Office. It is intended to provide a link between our customers and our Customer Business Unit associates. Articles/questions may be submitted for consideration in writing to :

**DSCP-ILBC
700 Robbins Ave
Philadelphia, PA
19111-5096**

or through Email to :
pmaxwell@dscpl.dla.mil

Special Contributors

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