



# DISC 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 Industrial Supply Center's (DISC) General Directorate.

Volume 1 Issue 1

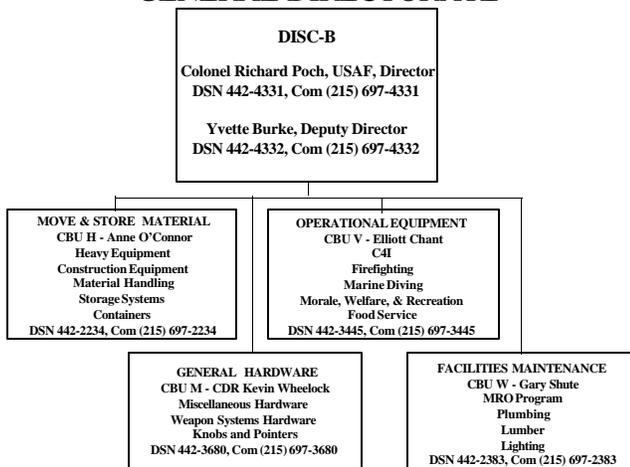
Summer 1998

## The Front Stoop

Harkening back to those simple days of yore where store owners knew each of their customers by name, the Defense Industrial Supply Center (DISC) has dedicated itself to updating the "General Store" concept for the 21st Century. Emphasizing the same levels of reliability and customer service that our forefathers came to expect, DISC hopes to cultivate the same kind of mutually beneficial partnerships that helped our predecessors flourish. Much like the one stop shopping available back in the day, DISC's General Directorate manages a wide variety of commercial items in such categories as plumbing, lighting, food service equipment, imaging, lumber, hardware, material handling and heavy equipment.

As the first edition of our newsletter, this issue has been designed to familiarize our customers with these products, our organization, and our innovative acquisition methods. So sit back in your rocker, put your feet up on the rail and get to know DISC's new "General Store".

### GENERAL DIRECTORATE



*"The larger the scale of change, the greater the opportunity for success"*

*-- James Champy*

## Changes, Changes, and More Changes

Yes, there have been changes here at the Defense Industrial Supply Center (DISC, S91). And we believe they will result in positive changes for you, our customers. Perhaps the biggest change is shifting our focus to be more customer-oriented. We recognize that listening to customers is key to providing outstanding service and supply support, so we're taking your feedback and incorporating innovative ideas to refine our processes.

For example, we have a feedback questionnaire where you rate our services and make comments that will promote change and encourage communications and enhance our relationship. We want to make doing business with us easier, so we accept your credit cards so you don't have to call or run to the local distributor. You want best value with your purchases, so we've restructured our organization to reflect the best commercial business practices to guarantee you total material support with cost savings.

We are investing in you, our customers. By working together, we will have a long successful relationship and a beneficial partnership with our vendor alliances.

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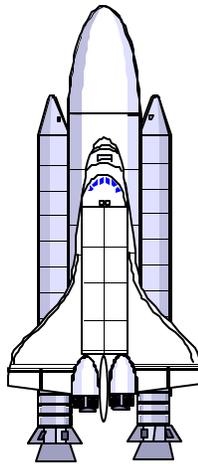
## The Shop Keeper

Air Force Col Richard "Rick" Poch is the director of the DISC General directorate. He was born in the Bronx, New York City, and has had an active career in acquisition including research and development and test and evaluation. Prior to reporting to DISC, Poch served as deputy director for the Aero Propulsion and Power directorate at Wright Laboratory, Wright Patterson Air Force Base, OH. He has also served as director of the Operations and Support directorate at Phillips Laboratory, Edwards Air Force Base, CA, as a flight test engineer at the Air Force Flight Test Center, and as a space shuttle mission controller at NASA Johnson Space Center in Houston, TX.

Poch joined the DISC General directorate in May 1997. The General directorate offers a wide variety of goods and services for the military unit in an efficient, time saving, cost effective manner. More than a "supplier," General offers the professional, personal services of its customer specialists to provide customers with innovative logistics solutions. This might mean a long-term-contract offering direct-vendor-delivery, on-line credit card ordering, interface with your accounting system, and monthly visits to talk about the quality of products, delivery schedules and filling your needs. Adopting commercial best business practices has been a primary focus of General for over two years. Poch is proud that General's customer business relationships offer world class value added services which are as good or better than any other buying venue.

General offers the warfighter photographic imaging and information products, firefighting and diving equipment, material movement supplies and equipment including heavy equipment, maintenance, repair and operations supplies and food service equipment.

Poch ensures that the "General Store" will offer the customer the *best* value added goods and services available from world class vendors. He paraphrases Tom Peters, the management guru, when he says, "It's not enough to satisfy the customer, in today's world we must *delight* our customers."



**For EMERGENCY Calls on high priority requisitions, contact MAJ. Betty Yarbrough, USA, at DSN 442-6584, (215) 697-6584 or email [esoc@disc.dla.mil](mailto:esoc@disc.dla.mil)**

## MAINTENANCE, REPAIR AND OPERATIONS (MRO)

The Defense Industrial Supply Center is currently rolling out a Prime Vendor Program that uses an integrated supplier to fulfill all the customers' facilities maintenance needs. The program provides electrical, plumbing, HVAC, lumber, paint, small tools, and assorted hardware to customers. Contracts have been awarded for the entire United States.

Participating customers place orders through an electronic order entry system directly to the prime vendor. The required items are supplied directly from the vendor to the customers' designated delivery sites. The system provides items on an electronic catalog which is tailored to individual customers requirements. Customers receive competitive pricing, commercial delivery of routine orders and 24 hour service for emergency orders.

The program also includes bills-of-materials orders for specific projects to be assembled, held, and delivered 100 percent complete by the prime vendor to wherever and whenever the customer requires. Included in this one-stop-shopping is the capability to purchase with a credit card.



**For more information, call a DISC manager: Chet Evanitsky, Naish D'Anna or Linda Gruber at (215) 697-9202 (DSN 442) or Email to [cevanitsky@disc.dla.mil](mailto:cevanitsky@disc.dla.mil).**

## WOOD PRODUCTS PRIME VENDOR PROGRAM

The Defense Industrial Supply Center has entered into a prime vendor relationship providing a diverse line of wood products including softwoods and hardwoods, bulk lumber, plywood, veneer, fire retardant, millwork, poles, and pilings.

The mid-Atlantic region of the Wood Products Prime Vendor Program was awarded on May 14, 1998. It services customers in the states of Virginia, Washington DC, Maryland, Pennsylvania, New Jersey, Delaware, and West Virginia.

Customers receive competitive pricing, commercial deliveries, specific lengths, quantity sensitive discounts, commercial quality standards, rebates, commercial returns and warranties, and surge capability. Customers are able to place orders directly to the vendor via a web-based electronic order system and shipments are sent directly from the vendor to the customer's designated delivery sites.



**For more information contact Tom Grace, Program Manager at (215) 697-3558 (DSN 442) or email to [tgrace@disc.dla.mil](mailto:tgrace@disc.dla.mil).**

## Lighting: "Under New Management"

Lighting products that were once managed by Defense Supply Center Richmond (DSCR, S9G) for many years are now managed at the Defense Industrial Supply Center (DISC, S9I) in Philadelphia, PA. This includes Federal Supply Classes 6210, 6220, 6230, 6240, 6250, and 6260 which include not only Energy Efficient Lighting, but all lighting products as well.

DISC and DSCR have worked closely together to ensure a smooth transfer of these items and make the transition seamless for the customer. All of the Energy Efficient Lighting products that were available through DSCR are now available through DISC.

In order to better serve you, DISC is now capable of taking your orders using the IMPAC credit card. The Energy Efficient Lighting Catalog dated January 1998 is still valid, as well as the most recent new products/price list dated January 1998. A new Energy Efficient Catalog will be published by DISC in the near future.

Should you need either of these publications, or need to discuss any issues related to lighting, please call 1-800-DLA-BULB.

Dan Ferry, Supervisor  
Phone # (215) 697-5685, DSN 442-5685  
Email: [dferry@disc.dla.mil](mailto:dferry@disc.dla.mil)



Phil Cufaro, Technical/Supply Assistance  
Phone # (215) 697-2402, DSN 442-2402  
Email: [pcufaro@disc.dla.mil](mailto:pcufaro@disc.dla.mil)

*When you come to the fork in the road - take it."*  
-- Yogi Berra

## Heavy Equipment Procurement Program (HEPP)

Effective 1 January 1998, the Defense Industrial Supply Center (DISC) assumed management of the Heavy Equipment Procurement Program (HEPP) from Defense Supply Center Columbus (DSCC). DISC is committed to serving the needs of their customers and will continue at the same level of service received from DSCC. The following arrangements were agreed upon:

- 1) There will be no increase in surcharge.
- 2) Established DSCC contracts will be honored.
- 3) DISC will continue to accept MIPRs (including CAT I MIPRs).

A group of Contracting Specialists from DISC was established to work directly with the major manufacturers of the equipment. Contacts by Federal Stock Class (FSC) are as follows:

FSC: 2420, 3825,  
3910, 5410, 5430  
Judy Henry  
215-697-2585  
(DSN) 442-2585  
[jhenry@disc.dla.mil](mailto:jhenry@disc.dla.mil)

FSC: 3895, 5450  
Joe McHenry  
215-697-3157  
(DSN) 442-3157  
[jmchenry@disc.dla.mil](mailto:jmchenry@disc.dla.mil)

FSC: 3810, 4930  
Cathy Ford  
215-697-3859  
(DSN) 442-3859  
[cford@disc.dla.mil](mailto:cford@disc.dla.mil)

FSC: 2230, 2410,  
3805, 3820  
Pat Greensweig  
215-697-3823  
(DSN) 442-3823  
[pgreensweig@disc.dla.mil](mailto:pgreensweig@disc.dla.mil)

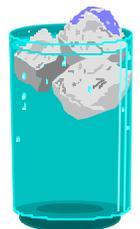
FSC: 3930  
Darrell Moresi  
215-697-3006  
(DSN) 442-3006  
[dmoresi@disc.dla.mil](mailto:dmoresi@disc.dla.mil)



## New Item Available Field Feeding Equipment Ice Storage Chest

The Defense Industrial Supply Center is now offering a new and improved field feeding ice storage chest to replace the 200 lb. ice chests (wood/metal/plastic) currently used in the Mobile Kitchen Trailer and KCLFF. The new 175 pound capacity ice chest is a sealed insulated high impact plastic container with cover suitable for military field feeding operations. It's lighter (68 lbs.), foam insulated, and holds ice for days. It features a hinged lid for easy filling and dispensing and a recessed faucet for draining.

The new plastic ice chest is a durable, efficient, commercial container, fabricated using current manufacturing technologies, and more importantly to the customer is a better item at less than half the price of the old ice chest. This ice chest is available with or without wheels. Colors available are brown sand, green olive, and other commercial colors. It is manufactured in accordance with commercial item description A-A-52218.



## Field Feeding Ice Storage Chests

NSN	WHEELS	COLOR
4110-01-452-5756	WITH	BROWN SAND
4110-01-452-7311	WITH	GREEN OLIVE
4110-01-452-7313	WITH	COLORS (Call to order)
4110-01-452-7315	WITHOUT	BROWN SAND
4110-01-452-7317	WITHOUT	GREEN OLIVE
4110-01-452-7318	WITHOUT	COLORS (Call to order)

For further information contact: Tom Gordon, Ed Heaton, or Roz Dossa at (215) 697-0935/9283/3593 or DSN: 442-0935/9283/3593.

## Food Service Equipment Catering to Customer Needs Worldwide

As part of its commitment to 100 percent customer satisfaction. The Defense Industrial Supply Center is moving forward with an initiative aimed at providing food service equipment customers with a single source integrator. Customers will have a single distributor from whom equipment and related services can be ordered. Under this arrangement, you can obtain the exact equipment to meet your needs. The integrator will work with you to provide that product choices that may represent differences in such things as features, prices and/or delivery. At your choice, your integrator will also be able to provide you with a variety of related products and services such as technical assistance, installation, spare parts, and extended warranties will be available as well.



The solicitation for this Customer-Supplier relationship was issued on June 26, 1998. An October award date is anticipated.

Until this initiative is fully implemented, food service equipment can still be ordered to meet your exact requirements through Customer Value Contracts (CVCs). Customers can choose by manufacturer's brand name and model number from over 8,000 products available. All items are direct vendor delivery.

If you are interested in being involved in this effort, please contact our Customer Liaison Specialists, Susanne McHale at (215) 697-0649 or DSN 442-0649, E-Mail: [smchale@disc.dla.mil](mailto:smchale@disc.dla.mil) or Timothy Burbidge at (215) 697-0256 or DSN 442-0256, E-Mail: [tburbidge@disc.dla.mil](mailto:tburbidge@disc.dla.mil). Visit our website at: <http://www.disc.dla.mil.cbu.v>.

## Modern Burner Unit Contract Awarded

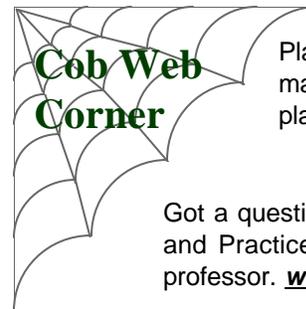
DISC's Operational Equipment Customer Business Unit awarded a contract January 1998, for the Modern Burner Unit (MBU). This award is the result of a partnering effort between the U.S. Army Soldiers System Command and the Defense Logistics Agency (DLA). The award is an Indefinite Quantity Type contract for one year with four one-year options. The contract was awarded to Teleflex (Canada) Ltd. The value of the MBU Program is \$117 million.

The MBU is the replacement for the Army's entire inventory of standard gasoline fired M2/M2A field burner units which have been the heat source for field cooking over the past thirty years. It was developed to eliminate safety hazards presented by the M2/M2A and to operate on JP-8 fuel (the single fuel for the battlefield of the future).

The MBU significantly reduces the safety hazards associated with storing gasoline in a pressurized fuel tank and eliminates the need for remote refueling and lighting operations. The MBU will increase both safety and reliability for the soldier in the field. It has electric ignition providing smoke free start-up and operation, low power draw, immediate electronic on/off and fueling, and a heating capability equal to or better than the M2/M2A.

**Partnership  
Payoff**

For more information contact Tom Gordon at (215) 697-0935, DSN 442-0935 or Email at [tgordon@disc.dla.mil](mailto:tgordon@disc.dla.mil)



### Cob Web Corner

Planning a trip? This site features maps, driving directions and travel planning help. [www.mapquest.com](http://www.mapquest.com)

Got a question on Defense Acquisition policies and Practices? Access this site and ask the professor. [www.deskbook.osd.mil/askaprof](http://www.deskbook.osd.mil/askaprof)

Want to learn to juggle or one of over 200 other activities? Log on and learn. [www.learnto.com](http://www.learnto.com)

Need to talk to a DLA Customer Support Rep? Find them at [www.supply.dla.mil/cahrepl.htm](http://www.supply.dla.mil/cahrepl.htm)

Want to surf the web, but not sure where to start? This site will perform a word search using multiple search engines. [www.dogpile.com](http://www.dogpile.com)

PC got a virus? Find the cure here. [www.virinfo.com](http://www.virinfo.com)

## Firefighters Quench Burning Supply Issues



The DISC Fire Fighting Team is nearing completion of a Prime Vendor award covering the military installations located in the Eastern region. The contract encompasses a wide range of items and services required to provide comprehensive support to structural,

shipboard and aircraft rescue fire fighting operations. The resulting partnerships between the Prime Vendor, DISC and the Customer will achieve inventory cost reductions, leveraged buying and reduced leadtimes while increasing readiness. The Prime Vendor's distribution system will ship NFPA/OSHA compliant material within five to seven days of order receipt. Some of the supplies and services available through our contract include: nozzles, hoses, breathing apparatus, turnout gear, extinguishers, rescue equipment and product testing.

Partnering has resulted in nine pilot sites being designated for initial usage of the Eastern region contract. These sites, representing all four Service branches, are Ft. Bragg, Dover AFB, Pope AFB, Mayport Naval Station, Jacksonville Naval Air Station, Beaufort MCAS, Cherry Point MCAS, New River MCAS and Camp Lejeune. After implementation of these sites, DISC will focus on advising the remaining customers within the Eastern region of the availability of this new contract. The Eastern region covers installations in the states ranging geographically from Maine to Florida. The Fire Fighting Team is now working on a similar solicitation for federal fire fighting customers in the Western region.

**For more information contact William Litz at DSN 442-6074, Com (215) 697-6074 or E-Mail: [wlitiz@disc.dla.mil](mailto:wlitiz@disc.dla.mil).**

## PC WINDOW

While using most Microsoft products, the <CONTROL> and <SHIFT> keys, in conjunction with the left mouse button, can be used to group items for concurrent action.

## Marine Lifesaving and Diving Going To Any Depth To Meet Your Supply Needs



The DISC Marine Lifesaving and Diving Team is in the process of finalizing arrangements for Prime Vendor contracts in the Pacific that encompasses three regions which are the U.S. Pacific Northwest, U.S. Pacific Southwest, and Hawaii which includes Guam and Japan. Marine

Lifesaving and Diving Equipment contains a wide range of items and marine services necessary to provide comprehensive support to dive lockers, ships, submarines, aircraft, training, testing, instructional, and medical facilities. Equipment includes helmets, SCUBA gear, recompression apparatus, masks, hoses and couplings, rebreathers, knives, wet and dry suits, hydraulic tools, life vests and life rafts.

Our objective is to provide integrated logistics solutions based on commercial industry practices supporting our customers through innovative supply chain management and strategic partnerships. Enhancing readiness, reducing costs, improving logistics response times, and increasing customer satisfaction are our primary goals. Through the use of Information Technologies, the Prime Vendor will be required to maintain a Web Site containing an electronic catalog, technical information, and easy to use electronic on-line ordering procedures. Diving organizations are encouraged to participate in the contracting process by teaming with DISC in the source selection process, in the evaluation of contractor performance, and determination of item and service requirements.

As the initial program for the Pacific Regions is nearing contract award, a solicitation is due for release in July for the Atlantic Regions which are the U.S. Atlantic Northeast including Europe, and U.S. Atlantic Southeast which includes Cuba, Panama, Bahamas, and the Caribbean. With the award of these regions, the Marine Lifesaving and Diving Team will provide worldwide support for our Diving Organization warfighters.

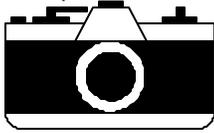


**For more information, please contact Ralph Lund at DSN 442-4284, commercial (215)697-4284 or E-Mail at [rlund@disc.dla.mil](mailto:rlund@disc.dla.mil).**

## DISC & You--Picture Perfect

So you want to be in pictures! The Defense Industrial Supply Center (DISC) makes it easy with one-stop shopping for all of your photographic needs.

As a result of 1995 Base Realignment and Closure (BRAC) actions, the Federal Supply Group (FSG) 67 (photographic supplies and equipment) was transferred to DISC (S91) from the Defense Supply Center Richmond (DSCR, S9G). As your new supplier of imaging supplies and equipment, DISC has expanded and improved its services to encompass the entire process of taking pictures. The Center now provides electronic technology, including digital cameras, computers, printers and scanners, in addition to traditional supplies, such as film, paper, chemicals, cameras and processing equipment.



To improve customer service, DISC has placed 20 long-term photographic industry contracts (PICs) with major suppliers in industry for almost 5,000 different items ranging in price from \$.04 to over \$200,000. These PICs also incorporate direct vendor delivery so orders are shipped directly to you from the contractor with prompt, set delivery times. Products currently covered under PICs are in the following federal stock classes:

- 6710 through 6780 (photographic supplies and equipment)
- 6525 (X-ray equipment and supplies)
- 6635 (industrial X-ray film)



DISC is also working to negotiate even better pricing and to expand the range of imaging products available, including wet processing items not included in original contracts as well as electronic/digital imaging, leasing, and service/maintenance agreements for equipment.

**WHEN YOU THINK IMAGING,  
THINK DISC**

For more information about the imaging products and services we provide, check out our catalog on the DISC homepage (<http://www.dla.mil/cbu//>). Catalogs are also available in hardcopy and on a diskette. Call Bill Dulin at (215) 697-4527 or Ted Kelly at (215) 697-3621 (DSN 442 plus extension) or E-Mail us at [discl@disc.dla.mil](mailto:discl@disc.dla.mil). Please provide point of contact information so we continue to keep you up-to-date on our latest developments!

## General Directorate Conference Attendance Schedule

<i>Expo/Conference</i>	<i>Date</i>
Energy 98 Bellevue, WA	3-2 Aug
NTV Conference TACOM, Michigan	11-12 Aug
Joint Service Pollution Prevention Seminar San Antonio, TX	24-28 Aug
Waterfront Supply Expo Norfolk, VA	26 Aug
American Logistics Association Long Beach, CA	26-27 Aug
Nat'l Guard Conf & Expo	2-7 Sept
Nat'l Recycling Coalition Albuquerque, NM	13-16 Sept
1998 Int'l Public Works Expo - Las Vegas, NV	14-17 Sept
Int'l Energy & Environment Congress Chicago, IL	24-22 Sept
WEEC World Energy Congress Atlanta, GA	4-6 Nov
DMC 98 Conference New Orleans, LA	29 Nov-03 Dec
Global Expo Orlando, FL	9-10 Dec

For more information on the above conferences please contact Chris Wilson on (215) 697-6342, DSN 442-6342 or Email at [cwilson@disc.dla.mil](mailto:cwilson@disc.dla.mil).

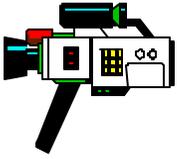
## GET LINKED TO REQUISITION DATA!

Need Status on a requisition or data on an NSN? Want to check on-hand assets, delivery data, etc? Everything you need to know about the management of a particular item is available at your fingertips. Just visit the DLA Requisition status/NSN Data Query Home Page Website, <http://206.38.38.10/dlahq.htm>. Data is currently available for DISC Philadelphia (S9I), and DSCR Richmond (S9G) requisitions and NSNs. This system will soon be expanded to include data from all DLA ICPs.

For more information, contact George Colborn via email at [gcolborn@disc.dla.mil](mailto:gcolborn@disc.dla.mil) or Steve Pielocik, [spielocik@disc.dla.mil](mailto:spielocik@disc.dla.mil) or call DSN 442-6763 Com (215)-697-6763

*"640 kb is more than enough memory for anyone."*  
-- Bill Gates

## Staying Connected to Customers via Video TeleConferencing (VTC)



To improve communications with its customers, the Defense Industrial Supply Center recently purchased portable video conferencing units. They will be used by customer liaison specialists for meetings and face-to-face conference calls. The units can be used in any room where Integrated Services Digital Network (ISDN) lines have been installed (ISDN is a digital telephone service that works over existing copper telephone wiring). Calls can be made directly without contacting third and fourth parties and the costs are the same as routing telephone calling costs.

In order to send and receive video images, it is necessary that each party have video-conferencing capabilities. DISC is equipped to receive video conference calls using a single ISDN line or on three wires. The three wire system provides the most clarity and true video image. The single ISDN line relays an image that is somewhat staggered in motion but does not affect the quality of sound.

Our video system is also equipped with a document camera to relay video images of written material or extreme details of a small object. The system is also connected to a PC which can relay PowerPoint presentations, Access spreadsheets, or Excel database information, and comes equipped with a VCR that can record the meeting.

For customers without video conferencing capabilities, DISC purchased a portable video conferencing unit that customers can borrow until they purchase their own. The unit, called a Swiftsite, works on one ISDN line. In order for the equipment to work, customers must have one ISDN line that is easily accessible and one television set.

**If you would like to see a demonstration, or want more information on getting connected or our Swiftsite, call Steve Kilkucki at (215) 697-6390, DSN 442-6390 or Email at [skilkucki@disc.dla.mil](mailto:skilkucki@disc.dla.mil).**

## Feedback

DISC General directorate has been soliciting feedback from our customers (mostly by email, fax if necessary). Responses are coming in and we're really learning how you feel. In order to make this process valuable and "close the loop", we've adopted this process:

1. Ask for the feedback
2. Receive customer's comments
3. Analyze the info and improve the process
4. Communicate the results and improvements to the customers

***Customers need to know that we are listening and using their feedback and comments to improve processes.***

## FACTS ABOUT FEEDBACK:



- The questionnaire was sent to customers at various sites around the world. Of the questionnaires successfully delivered, we received about a **45 percent response rate**. There were email and connectivity problems and some questionnaires were sent and received by fax.



- Our overall DISC **customer satisfaction level was an average of 3.75** on a scale of 5 (completely satisfied) to 1 (completely unsatisfied). Customers main concerns were with timeliness in answering requests; ability to resolve problems; product return program; and deliveries.

## ISSUES

*The number one issue with the majority of comments provided was the frustration of customers who wanted to get a human voice on the phone.*

**Solution:** We requested that all DISC associates are aware of the importance of using the Voice Mail System as a valuable working tool and not simply as an answering machine. We provided suggestions for giving alternate phone numbers and fax numbers and requested a 100% callback. We also provided communications skills courses.

*Another important issue was poor response time for Supply Assist Requests (SAR). The employee responding to the SAR must understand the impact his/her lack of response is creating at that activity.*

**Solution:** An answer must be provided within 24 hours. If a definitive answer/solution cannot be provided within 24 hours, an interim reply must be submitted providing details of action steps taken to address their SAR.

**Comment Cards:** Another way to let us know your concerns is by using a comment card. These are usually dropped off at the customer's location during a visit by a DISC associate. We can also mail several to you. Fill them out with suggestions, requests for assistance or even for a compliment! We always respond and give recognition to any associate who is mentioned with a positive comment by a customer (this goes for feedback responses too).

**If you wish to be included in our feedback process, please email [htunney@disc.dla.mil](mailto:htunney@disc.dla.mil) or call Helene Tunney at DSN 442-6330, Commercial (215)-697-6330.**



## The Back Porch

By Yvette Burke,  
Deputy Director

For the past two years, DISC and the General Directorate have been busily engaged in an extensive reengineering effort. In doing so, we have scoured the country visiting best-in-class industries to benchmark their processes

and adopt commercial practices. Secretary of Defense William Cohen listed as a priority, *"igniting a revolution in business affairs within Department of Defense that will bring to the Department management techniques and business practices that have restored American corporations to leadership in the marketplace."*

The result in General are Customer Business Units (CBUs) redesigned around customer requirements in each of our product groupings. Customer liaison specialists are assigned to be in direct contact with customers and provide constant feedback to the CBU teams to improve services. This strong process focus has created the opportunity for us to eliminate non-value added time and effort and streamline our processes. Under our new vendor relationships, buying items is easier for you (our vendors are using on-line catalogs and Internet), prices are competitive, and delivery is usually within 72 hours.

Along with the process changes, DISC gained 74 new federal stock classes. In most cases the new stock classes are for commercial items and therefore lend themselves to new contractual relationships. We started analyzing customers in terms of a competitive market. The reengineering effort took us to new heights in mimicking commercial industry. One slogan on the wall of our reengineering team room was "Beat the Competition!" not something often heard in defense supply circles.

We are very proud of our successes. This year, the President's Quality Award Program recognized DISC as one of four finalists. This award is similar to the Malcolm Baldrige National Quality Award and the criteria is a proven framework to guide customer-focused performance.

Our challenge is not over, it has just begun! Everyday new technologies and innovative practices are born and we're ready to use them to satisfy the requirements of our military customers. The General Directorate is taking the lead in meeting our customers in the stockroom and on the battlefield.

## THE DISC HOME PAGE

<http://www.disc.dla.mil>

The DISC home page is up and running with all the information you need to do business with us. We keep the home page up to date with the latest in new programs and initiatives that we think will interest you.

**Initiatives** - Links to all DISC's initiatives

**What's New** - Lists new web pages and upcoming events

**Industrial Directorate Home Page** - Fasteners and Metals

**General Directorate Home Page - Material Handling, Safe Environment, Imaging and Information, Food Services, and Facilities Maintenance**

**Customer Information** - Whether you're already one of our many loyal customers or are interested in becoming one, this is the section for you.

- DISC Managed Products and Commodities
- Customer Support
- Online requisitioning
- Product Services
- lists contractors on the Qualified Manufacturer's List and the Qualified Suppliers List (QML/QSL). Also contains information regarding the Quality Assurance, Technical Data and Engineering Programs Branch.
- Item Manager Locator
- Maintenance, Repair and Operations (MRO)
- Customer Newsletter

**Vendor Information** - If you're a vendor who sells to DISC or would like to learn how to sell to DISC, this section can help.

- Doing Business With DISC
- Central Contractor Registration (CCR)
- Electronic Bulletin Board (EBB)
- allows you to log onto the EBB to search the Active Contract File (ACF) to receive award information by cage, contract number, date, NSN or PR number.
- Procurement Gateway
- DISC and DSCR Solicitations on the web
- Award Information
- EC/EDI at DISC
- Locate a Buyer
- Acquisition
- Broad Agency Announcements
- DISC Simplified Purchase Agreement (SPA)
- DISC Master Document - DISC Form 2500B

**About DISC** - If you'd just like to find out more about DISC this is the area you need.

- Search the DISC Web Site
- DISC Phone Directory
- Contacting DISC
- DISC Information
- DLA Federal Stock Class Transfer Information
- Directions to DISC
- DLA WEB Servers

The **General Store** is published quarterly by the DISC General Directorate Business Development 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 :

**DISC-BBPD**

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