



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.



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IPV Team puts the Hammer down

Efforts to streamline and improve the supply of weapons system spare parts to the U.S. military have earned DSCP General & Industrial Directorate's Industrial Prime Vendor (IPV) Team a Vice Presidential Hammer Award. This is a very significant achievement for both DSCP G&I and its customers. By embracing world-class business practices and tailoring them to warfighter requirements, we've demonstrated our ability to improve warfighter support in an environment of substantially reduced budgets and personnel. The IPV team responsible for this effort was innovative, totally customer-focused, and demonstrated a tenacity in the face of numerous obstacles which arose during the course of this initiative. They are truly deserving of this recognition.

The IPV team consisted of G&I associates from various functional backgrounds, as well as in-

dustry partners from Raytheon Co., Lexington, Mass., and customer representatives from Naval Aviation Depots North Island, San Diego and Cherry Point, NC. Together, they created an innovative method for supplying industrial hardware items to military customers at the Naval Aviation Depots at Cherry Point and North Island.

Under the IPV contracts, Raytheon supplies and manages hardware items needed to repair and upgrade rotary and fixed wing aircraft. Using just-in-time delivery, Raytheon orders and ships parts directly to the depots as needed, eliminating most storage and material obsolescence costs. The NADEP facilities get the logistics support and services they need with the potential for significant savings.

"Material drives our ability to serve the fleet. We look at this [IPV initiative] as a fundamental step in the right direction to provide the best possible support," said Marine Col. R. N. Leavitt, commanding officer of NADEP Cherry

Point. "We as partners will find the best way to capitalize on information management and industry's capabilities."

"The industrial prime vendor program demonstrates G&I's commitment to doing business in a new way, and the Hammer Award recognizes this team's courage and hard work," said Dr. Hugo Poza, vice president for Raytheon's Strategic Systems Division.

The same business acumen and customer commitment that resulted in the IPV Hammer Award is taking place across the board in all G&I commodities. As we roll out more innovative support vehicles for our customers, and tailor support packages to meet their specific requirements, customer confidence in our ability to meet their needs will grow. Customers will be able to concentrate on what they do best – their core competencies – secure in the knowledge that we'll be there to support them at all times and in all circumstances.



DISC
realigned as
DSCP

General & Industrial
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Director's Corner



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

As you read this newsletter, you may notice some rather subtle changes from our last issue. "Defense Industrial Supply Center" is gone, as is the "DISC" logo. They've been replaced by "Defense Supply Center Philadelphia."

As a result of the 1995 Base Realignment And Closure (BRAC) Commission's decision, DISC was disestablished effective 2 July 1999. Materiel management responsibilities for DISC's assigned commodities were transferred to DSCP, and the DISC organization responsible for these commodities – the General & Industrial (G&I) Directorate – was absorbed by DSCP effective 3 July.

While we have done our best to ensure continued top-notch, even improved, customer support during this four-year transition period – and our stats and customer feedback confirm this assertion – there has candidly been a considerable amount of turmoil within this organization, for a number of reasons.

First, in conjunction with the BRAC decision, the Defense Logistics Agency (DLA) reevaluated its concept of operations (CONOPs) for customer support. This reevaluation led to realigned materiel management responsibilities based on weapon system platforms. This resulted in Defense Supply Center Columbus assuming land and sea platform re-



From left: Lieutenant General Henry T. Glisson, USA, Director of the Defense Logistics Agency, Rear Adm. David P. Keller, SC, USN, Commander, Defense Logistics Support Center, Brigadier General Daniel G. Mongeon, USA, Commander of the Defense Supply Center Philadelphia, Mr. Nicolas Ranalli, Administrator of the Defense Industrial Supply Center (DISC), and Ms. Marianne Porter Dempsey, representing Congressman John Borski attend the DISC disestablishment ceremony.

sponsibilities, Defense Supply Center Richmond air platform responsibilities, and Defense Supply Center Philadelphia (DISC plus the former Defense Personnel Support Center, DPSC) general and troop support responsibilities. This led to a massive reassignment of commodities within DLA.

Second, in conjunction with this realignment, the Consumable Item Transfer (CIT) took place between DLA and the Services. Thus, between CIT and DLA's CONOPs, literally hundreds of thousands of items were transferred among various inventory control points.

Third, the 1993 BRAC decision directed the physical closure of DPSC's South

Philadelphia location, and relocation to the Naval Compound in Northeast Philadelphia. This led to a massive reconstruction project to accommodate the new organization, and considerable dislocation to Naval Compound personnel, particularly DISC employees, during the construction and renovation.

Fourth, regarding former DISC personnel, the BRAC decision resulted in a workforce reduction of approximately 50%. Final DSCP G&I personnel figures will be less than 1,000.

Fifth, the combination of operating environment – where our customers are not mandated to buy from us – plus new commodities unfamiliar to us, plus a significantly reduced workforce, necessitated a serious reexamination of how we supported our customers, along with how we performed our internal operations. This reexamination resulted in realigned organization structures and business practices, with a laser-precision focus on our customers.

The point behind this litany isn't to engender your sympathy; it's to help you understand where we've come from, where we're headed, and how you'll benefit as a result. Change

can be very difficult and extremely uncomfortable. But it can also lead to significant improvements, and you're the beneficiary of these improvements.

DSCP G&I's sole purpose is to provide the best possible support to you, our customers. We've embraced, developed, and implemented world-class business practices designed to provide supply chain management and integrated logistics solutions for our customers. This has resulted in logistics support which is truly better, faster, cheaper, and predictable. Again, we have the stats which bear this out.

Perhaps the final exclamation point to DISC's long and illustrious career was the recent presentation of Vice President Al Gore's Hammer Award to DISC's Industrial Prime Vendor (IPV) team, in recognition of DISC's innovative and outstanding achievements in putting customers first; achieving savings; improving timeliness, productivity, and supply availability; and partnering with the private sector to improve government service.



Mr. Nicholas Ranalli, DISC Administrator and Col Richard Poch USA, case the DISC flag.

Half Price Compact Fluorescent Lamp (CFL) Sale

DLA in partnership with the Department of Energy is currently offering a ½ price Compact Fluorescent Lamp (CFL) Sale. For a limited time your organization can purchase these CFLs which are an energy efficient, long-lasting substitute for the incandescent lamp. This CFL promotion identifies a variety of lamps with excellent color rendition in various shapes and sizes to fit many applications (see our website at :

www.disc.dla.mil/general/light3.htm for details).

These efficient fluorescent lamps will pay back in energy savings nearly five times what they cost to install and ultimately save taxpayers money. Your organization can now take advantage of this ½ price sale and answer the President's call to reduce energy consumption in all Federal facilities by 30%. Here is your chance to become more energy efficient at half

the product cost and eventually save even more money through energy and resource savings.

Again this is a limited time offer to upgrade your organization's lighting needs and utilize efficient energy practices. Please contact our customer support team for further information and details toll free at 1-800-DLA BULB or call our CFL promotion project manager Ms. Judy Nicastro at 215-697-3688 (DSN 442)

or email her at jnicastro@dscp.dla.mil and take advantage of this exciting offer.

The DSCP Lighting Team

"We never leave our customers in the dark"



Warfighters looking to stay warm during the cold winter months will be happy to know that the new arctic space heater (SHA) NSN 4540-01-444-2375 is capable of meeting their every need. The many features of the SHA make it an attractive replacement for the Yukon space heater. While intended for use in the five and 10 man Arctic tent, the SHA can be used in any tent or shelter with a heating requirement of 28KBTUs or less.

Other features:

- It's a compact, self-contained, one-man portable unit that fits on an AKIO sled and can operate in temperature extremes down to -60 Fahrenheit.
- In addition to wood and coal, this heater can also burn a range of liquid fuels without the need for electrical power.
- It has a high/low adjustment capability and the ability to adjust for varying fuel viscosities under extreme temperatures.
- All accessory components can be stored within the heater making it highly mobile and easy to assemble.



**A
New
Arctic
Space
Heater
That's
Right for
You**

This initiative is the result of a joint effort between the U.S. Army's Soldier Systems Command and the Facilities Maintenance division within the Defense Supply Center Philadelphia's General and Industrial Directorate. For more information, or to order, contact Dan Dilossi at 215-697-6353; DSN 442-6353, or email ddilossi@dscp.dla.mil.

Lumber Support for Federal Prisons... Pacific Region Awarded

The Wood Products Prime Vendor Program has expanded its customer base to include the Federal Bureau of Prisons. Two Federal Prisons within the Mid-Atlantic Region have been actively participating in the program for several months.

Allenwood Prison, located in Montgomery, Pennsylvania, orders various types and species of hardwoods to be used in their furniture making business. Orders have been received for oak, cherry and maple.

Lewisburg Prison, located in Lewisburg, Pennsylvania, orders softwoods and plywoods to be used in their pallet making and crating businesses. Both customers are extremely satisfied with the quick delivery and high quality of the material.

Other prisons expressing interest in the Program include Talladega Federal Prison in Alabama and Leavenworth Prison in Kansas.

Potential annual sales from these prisons is well over \$7 million

For more information, contact Tom Grace, Program

Manager at (215) 697-3558
DSN 442-3558 or email:
tgrace@dscp.dla.mil.



...In Other Lumber News,

The Pacific Region of the Wood Products Prime Vendor Program was awarded on 30 July 1999. This is a split award. Matheus Lumber Co received the Japan/Okinawa Region. Sylvan Forest Products received the Korea Region. Both companies are small businesses. Estimated annual sales for Korea is \$2.9M, Japan/Okinawa \$3.2M. Award of this contract will vastly improve overall logistics response time to our customer base within the Pacific Region.

DSCP Awards Four Food Service Equipment Prime Vendor Contracts

A full range of brand name food service equipment products and associated services is now available to military customers stationed throughout the world and aboard Naval ships. The Defense Supply Center Philadelphia's General and Industrial Directorate's food service equipment team has awarded prime vendor contracts to four suppliers of these supplies and services. In addition to being able to make purchases from a sin-

gle distributor, based on the networks established by world class integrators, customers will also be able to have their needs met in times of emergency and during those times of unexpected and/or large accelerations in demand. DSCP expects both product prices and administrative costs to drop as a result of the integrators' substantial sales volume once the program is fully implemented.

To learn more about the food service equipment prime vendor program, call DSCP's food service equipment team. They are:

Timothy Burbidge DSN 442-0256 or
Com (215) 697-0256

Joseph T. Pura DSN 442-6391 or
Com (215) 697-6391

Susanne McHale DSN 442-0649 or
Com (215) 697-0649

email address: fse@dscp.dla.mil

METALS PRIME VENDOR PROGRAM NOW AVAILABLE NATIONWIDE

The Defense Supply Center's Metals Prime Vendor Program is now available to customers across the continental United States. In June, DSCP's General and Industrial Directorate awarded prime vendor contracts to Metals USA/ Interstate Steel Supply Co., Philadelphia, Pa., for the Northeast and Western regions. The Central region was awarded to TW Metals, Exton, Pa. Both contractors have facilities throughout the continental United States. The Southeastern region was awarded to Metals USA in March 1998.

"With our Metals Prime Vendor Program, customers receive a variety of quality metal products when and where they need them," explained Bill Austin, a program manager at DSCP. "The prime vendor taps into a national network of steel distribution, takes advantage of volume discounts, stores the material until it is needed and then delivers it directly to the customer, saving the government and

customers time and money."

He said the prime vendor also provides mill certification documentation with every metal order, eliminating the need for customers to test the material once they receive it. Other benefits include scrap programs and salvage and excess material credit. All the contracts cover ferrous and non-ferrous metals, products and services. Internet-based catalogs allow customers to shop on-line and send orders electronically to the prime vendor.

Since the first Metals Prime Vendor award in 1998, the program has received rave reviews from customers in the Southeast region for improving support for peacetime repair and overhaul and enhanced readiness response. The program proved its ability to quickly respond when the Navy Destroyer Arthur W. Radford collided with a Saudi Arabian container ship in February and suffered extensive damage. About 40 work stoppage

orders worth \$250,000 were processed and shipped to the Norfolk Naval Shipyard within 48 hours at a 100 percent fill rate.

"This quick response was crucial because the ship was part of the carrier George Washington battle group and was scheduled for deployment in late March to the Mediterranean Sea and the Persian Gulf," said Austin. "Before prime vendor, deliveries could take several

months."

DSCP plans to have a Metals Prime Vendor contract covering the Pacific region by Spring 2000. For more information about the DSCP's Metals Prime Vendor Program, contact Bill Austin at (215) 697-4593/DSN 442 or email waustin@dscp.dla.mil.



The USS Radford sustained massive hull damage (starboard side looking aft).

Diving Prime Vendor Now Available in Japan and Okinawa



Military divers in Japan and Okinawa now have access to the Pacific diving prime vendor program. The Defense Supply Center Philadelphia's General and Industrial Directorate has awarded contracts to MAR-VEL Underwater Equipment, Inc., and AMRON Int. to provide marine lifesaving and diving equipment to all military diving organizations in both mainland Japan and Okinawa.

These companies are located in Woodlynne, N.J. and Escondido, Calif., respectfully. Anyone interested in this program or would like additional information, contact Donna Dougherty at (215) 697-3486; DSN 442-3486, or e-mail ddougherty@dscp.dla.mil.

DSCP SIGNS ON WITH 3M SHIPBOARD LABEL PROGRAM

Attention: Damage Control Personnel

Welcome to the Defense Supply Center Philadelphia, your new supplier of 3M Shipboard Photoluminescent/Retro-Reflective labels. Working jointly with 3M, DSCP's General and Industrial Directorate has cataloged over 200 unique safety/survivability labels and signs in the 7690 Federal Supply Class. DSCP also has negotiated a long-term agreement (SP0500-99-G-0001) with 3M to provide these products.

The objective of our partnership is to:

- ★ Satisfy customer's needs for effective, easy-to-use products
- ★ Offer multiple ordering methods
- ★ Provide faster delivery by reducing administrative lead-time
- ★ Provide for contractor delivery directly to the customer

DSCP has made it easy to place an order for these items. You can order products through the MIL-STRIP/FEDSTRIP process

since each label has a unique National Stock Number, or call 215-697-2336/7010 for credit card orders. Items can also be ordered on-line at <http://dmart.disc.dla.mil>. Once the requirement is in the system, all orders are electronically transferred through our Paperless Order Placement System to 3M who will ship *directly* to you within days. They also have the ability to ship within country for other than continental United States orders.

For a copy of our catalog, complete with National Stock Numbers, item description, and pricing, contact Ted Kelly at DSN 442-3621; commercial 215-697-3621, or drop an email to ekelly@dscp.dla.mil. This catalog goes hand-in-hand with the catalog and/or CD ROM you may have already received.



The Heavy Equipment Procurement Program (HEPP) Gets Hep to Fire

The Defense Supply Center Philadelphia is currently offering its government customers discounts up to 38 percent off the list prices for firefighting vehicles and other heavy equipment. The discounts are being made through DSCP's heavy equipment and fire apparatus program. This customer friendly program is designed to support the acquisition of commercially available firefighting vehicles with a full range of manufacturer options.

"The program features long-term agreements for the purchase of most types of fire fighting vehicles including aircraft rescue, crash rescue, heavy and medium rescue, aers, pumps, tankers, and advanced tactical and brush fire fighting," said Bob Hutkowski, a

contract specialist in DSCP's General and Industrial Directorate. "The agreements are with most of the major suppliers of fire fighting vehicles in the United States.

Customers can choose the brand name equipment they need, and customize their orders. Other benefits include quick contract awards with significant discounts; the use of Military Interdepartmental Purchase Requests; Standard Milstrip Requisitions, or purchase orders. Hutkowski said contract specialists will monitor and make sure warranty actions are completed. The administrative charge is 1.387 percent. No other surcharge or fee is applied. "The normal industry lead-time is 180 to 220 days," he said, "but count on early

deliveries when you choose DSCP as your reliable source of quality equipment and

repair parts support anytime, worldwide, at the lowest possible cost."

As an additional option to customers who want to renovate, refurbish, or overhaul old vehicles, or repair wrecked vehicles, DSCP is now seeking to add a glider kit program to the list of services provided by the fire apparatus procurement program. The glider kit program, designed to recycle an old vehicle's major components, can save between \$60,000 and \$70,000 over



the cost of a new vehicle. The glider kit program will provide a vehicle with the same average life span, 10 to 12 years, as a newly purchased vehicle.

For more information contact Hutkowski at DSN 442-9363, or (215) 697-9363; or email: rhutkowski@dscp.dla.mil. This information also is available via DSCP's website at <http://www.dscp.dla.mil> under General & Industrial Product Group – Heavy Equipment.

DoD Lock Program's Home Page Now On-Line!!

Web site access: locks.nfesc.navy.mil

Here's what you will find

- | | |
|---------------------|-------------------------|
| 🔒 Lock Retrofit | 🔒 Document Library |
| 🔒 Online forms | 🔒 Products and Services |
| 🔒 Points of Contact | 🔒 Questions & Answers |

Upcoming features:

- | | |
|-------------------|-----------------------|
| 🔒 Manuals | 🔒 Training Schedules |
| 🔒 Specifications | 🔒 Product Information |
| 🔒 TechData Sheets | |

The Hotline can answer questions or provide assistance accessing the home page.

New Padlock Available

The U.S. Dept. of Defense's Lock Program reviews military and federal specifications for various types of security hardware. These reviews help determine:

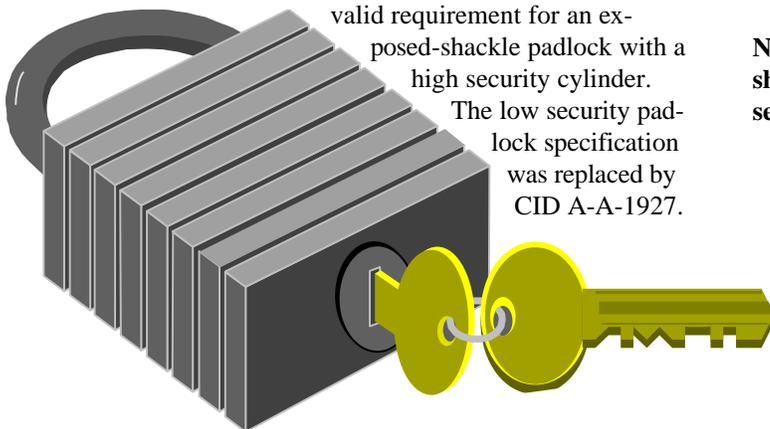
- 🔒 If specific security and performance needs are valid.
- 🔒 If product requirements can be met by existing industry specification.
- 🔒 If acceptable products can be bought by using a commercial item description (CID) or a purchase item description (PID).

Commercial procurement saves money on product testing and maintenance of government specifications. In many cases, products procured under military or federal specifications cost more because requirements are inconsistent with industry standards.

The military specifications for medium and low security padlocks have been canceled. The medium security padlock specification was cancelled because there was no longer a valid requirement for an exposed-shackle padlock with a

high security cylinder.

The low security padlock specification was replaced by CID A-A-1927.



The General Field Service Padlock (GFSP) is the result of a study conducted by the DoD Lock Program in which the need for a medium priced, exposed shackle padlock was identified. The GFSP provides resistance to forced entry equal to the hardened chain or hasp it will be used with and high resistance to a variety of adverse environmental conditions.

Federal specification FF-P-2827, Padlock, General Field Service was developed for procuring the padlocks. The GFSP is available through the Federal Supply System in two sizes. The national stock number (NSN) for 3/8 inch diameter shackle padlocks is 5340-01-380-9430. The NSN for 1/2 inch diameter shackle padlocks 5340-01-380-9432.. Stock numbers for locks in keyed alike sets of 10, 20, and 30, as well as Master-keyed sets of 30, will be available soon. The GSFP is an excellent choice for a wide variety of applications. The padlock is recommended in applications where padlocks are exposed to grit, corrosive environments, or freezing conditions.

Note: hardware requirements for a specific application should always be verified by referencing the appropriate security instruction.

For additional information or comment,
call the **Hotline:**

(805) 982-1212 or DSN 551-1212.

DILNet

DILNet Offers Access to a National Inventory

The Defense Supply Center Philadelphia's General and Industrial Directorate's Inventory Locator Network (DILNet) is a program that matches DSCP's needs with vendor's on-hand assets, by providing access to a national inventory. DILNet, as it is more commonly called, consists of a central database of General and Industrial items such as lighting material, fasteners, and o-rings, which are available for immediate purchase from vendors' inventories. The database contains current information on parts and available quantities; has competitive prices, and lists only

vendors who meet specific quality criteria. All participating vendors must have a signed DILNet Basic Agreement, which stipulates the various requirements of the program.

"Each day, vendors electronically send DSCP a record of their total inventory, including quantity and price," said Susan Samocki. "This information is then matched to DSCP's customers' requirements, including procurements in process and backorder files, to form the DILNet database. The database is utilized by contract specialists and inventory managers to improve the procurement process, to reduce backorders, and increase readiness." Samocki is the Program Manager for DILNet in DSCP's General

and Industrial Directorate.

Samocki said the DILNet program's website (<http://www.dscp.dla.mil>) caters to the needs of vendors and military customers. Through this website, vendors can learn about the program, the benefits, obtain a copy of the Basic Agreement, find instructions on how to participate in the program, along with other valuable information. Samocki said this website was recognized as a finalist in the recent *1999 Electronic Commerce Award for Best DoD Electronic Business Website*.

"Customers also can get information about the program and also query the site to check the availability of a particular item they require," she said. "If the item is not available within one of the

Defense Logistics Agency's depots, we then issue an order to the most competitive DILNet vendor for shipment as required.

There are currently 25 vendors participating in the DILNet program; 13 more are being processed. Since the program's inception a year and a half-ago, over 2,500 awards have been made for over \$6 million. Most of these awards fall under the micro-purchase threshold of \$2,500. The average ship time for DILNet orders is eight days compared to 122 days of record for those same items.

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

Jump on the MRO Band Wagon!



Want to add your name to the growing list of customers using the Maintenance, Repair and Operations (MRO) Prime Vendor Program?

More and more customers are jumping on the MRO wagon. Following is a partial list of customers on board and reaping the benefits of the MRO program:

Ft. McCoy
Ft. Meade
Ft. Stewart
Schofield Barracks
Pearl Harbor
NAS Lemoore
MCRD Paris Island
Port Hueneme
MCAS Beaufort

Beaufort Naval Hospital
Camp Lejeune
Hickam AFB
Keesler AFB
Elmendorf AFB
Kadena AB
Pentagon
Bureau of Land Reclamation

For more information about how you can too, contact Chet Evanitsky at (215) 697-3279/ DSN 442-3279 or email cevanitsky@dscp.dla.mil.

ELECTRONIC HARDWARE CORP.
WINS CONTRACT FOR
KNOBS, DIALS AND POINTERS

The Defense Supply Center Philadelphia's General and Industrial Directorate has awarded the Electronic Hardware Corporation a one-year contract worth potentially \$2.1 million with four option years. Under terms of the contract, Electronic Hardware will supply customers covered by this agreement with knobs, dials and pointers covered by Federal Supply Class 5355.

"This contract provides a seamless transition to our customers by providing direct vendor delivery of all

items between three and ninety days, depending on warfighter urgency and item type," said Jeff Jobses, a Division Chief, in DSCP's General and Industrial Directorate. "The contractor will provide an Internet based electronic catalog for all items covered, and allows overhead costs to remain constant over the life of the contract." For more information, call Jobses at 215-697-2410 or DSN 442-2410.

Cob Web Corner

Scour the Web for articles from newspapers and networks.

www.totalnews.com

Want to create a family web site? A site for your club, class or ball team?

www.familypoint.com

www.dscp.dla.mil



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General &
Industrial



G & I Preps for the New Millennium

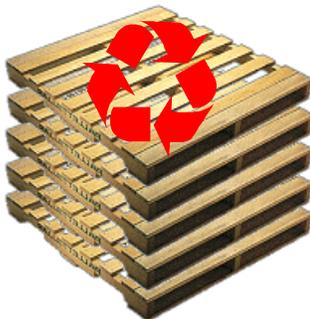
Employees in the DSCP General and Industrial directorate are busy working with suppliers and contractors to make sure all products bought for America's warfighters worldwide are Y2K compliant.

"We've personally contacted all of our suppliers that we felt could be at risk of being Y2K noncompliant," said Linda Brian, a business analyst in DSCP's General and Industrial's Business Office. "Our in-

ventory managers have made sure there will be at least six months of stock on hand for national stock numbers falling under these suppliers before December. We've also screened our managed items and coded all items with embedded chips that are noncompliant so that our personnel will not release this material to our customers."

For more information, call Brian at 215-697-6940/ DSN 442-6940 or email lbrian@dscp.dls.mil.

Approved NSN for Defense Department Recycled Wood Pallets Now Available



Here's your opportunity to buy smart and protect the environment. Buy recycled wood pallets NSN 3990-01-448-4254. The Defense Supply Center Philadelphia's General and Industrial Directorate's Move and Store team currently have 8,000 commercially spec'ed pallets on hand.

For more information, or to order, contact Donna Foglia at (215) 697-5670; DSN 442-5670, or email jfoglia@dscp.dla.mil.



Did You Know?

DSCP annually buys over \$4.45 Billion worth of food, clothing, medical, general and industrial supplies for Americas warfighters, their eligible dependents and other non-Defense Department customers worldwide.



General & Industrial Conference Attendance Schedule

Expo/Conference	Date
International Association of Fire Chiefs Convention, Kansas City, MO	28-31 Aug
Region II ANG Food Service Training Workshop Louisville, KY	11-15 Sep
IEE International Energy Congress Cincinnati, OH	14-17 Sep
IEE World Congress Atlanta, GA	19-23 Oct
Western Assoc. of Fastener Distributors 99 Fall Conference, Las Vegas, NV	3-4 Nov
National Industrial Fastener Show – West Las Vegas, NV	5-6 Nov
1999 DoD Maintenance Symposium, St. Louis, MO	15-18 Nov
IEE Business Energy Solutions, Orlando, FL	30 Nov – 3 Dec
USAF Pollution Prevention Conference, San Antonio, TX	6-9 Dec

**For more information on these conferences contact:
Janet Steffa (215) 697-5136, DSN 442-5136, email jsteffa@dscp.dla.mil**

Business Buzz



By Frank Ciccarone
Director,
Logistics
Support
Office

YOUR FEEDBACK IS VALUABLE !

DSCP-General and Industrial has been soliciting your feedback in the form of a questionnaire. We are interested in reading your comments and answering your questions. Without this interaction, we don't know how to better serve you. For example: Mr. Armin Schiwy, Chief Subsistence Branch, Germany, had a problem with product availability and delivery schedules for food service equipment. His feedback was forwarded to

Mr. Tim Burbidge, Customer Liaison Specialist, with the Food Service Equipment Team. Mr. Burbidge offered the solution: use the National Purchasing Agreement now, and sign up with our Prime Vendor when the European contract is awarded. The personal contact Mr. Burbidge made with Mr. Schiwy led to this customer's satisfaction and a satisfactory conclusion to his food service equipment needs.

Carl Goodman, Ft. Drum, had problem with a coffee urn that was ordered with certain very specific features. The customer received another type of product and found it unsuitable. Terri Ryder, Customer Liaison Specialist, zeroed in quickly to find out who handled the item and the problem was immediately

rectified. The customer was satisfied with the quick response, and happy with the service provided by DSCP-General and Industrial.

WHAT CAN WE DO TO MAKE YOU HAPPY?

We've heard this a thousand times, in both government and the private sector. We need to hear your problems so we can either correct or modify a process. We also like to hear when a job is done well. A little word of encouragement or a "pat on the back" increases our desire to keep you happy. We are interested in our customers' satisfaction and their comments about DSCP-General and Industrial's performance. The process of soliciting feedback is vital to improving

our processes and enhancing customer satisfaction.

Please, if you get an Email or a fax that says FEEDBACK, take the time to complete and send it back. If you have any issues that you would like addressed, or if you would like to provide feedback about DSCP-General and Industrial in the future, send us your email and/or your DSN phone and fax number along with the type of commodities that you typically buy. We will add you to the appropriate list. Points of contact for the program are Colleen Obozian at (215) 697-1158 / DSN 442-1158, email cobozian@dscp.dla.mil and Chet Heller at (215) 697-3558 / DSN 442-3558, email cheller@dscp.dla.mil. Your responses and comments are appreci-

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. To stay connected with our most valued customers and vendors we have provided the following listing of 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 <http://www.dscp.dla.mil> under **General & Industrial-ESOC**

DSN 442 (+ ext) Commercial 215/697 (+ ext)

<u>Readiness Office</u>	<u>POC</u>	<u>Phone</u>
Director	COL Paul Diamonti	X4331
Deputy	Richard Strang	X2496
Air	LtCol Sheila Michalke	X3010
Land	MAJ John E. Snow	X4575
Sea	Robert T. Pezick	X5906
Troop	Valery Turkov	X3729

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 Frank Ciccicone	X4332

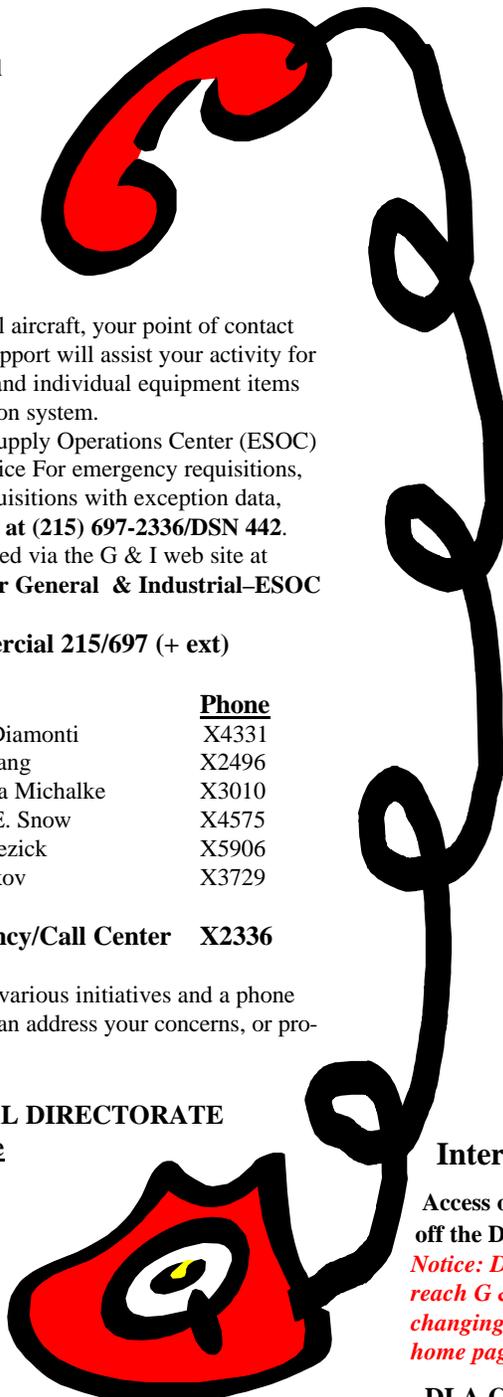
<u>Commodities</u>	<u>POC</u>	<u>Phone</u>
Move & Store Material	LTC Eugene Surmacz	X4572
Heavy Equipment/Construction Equip	Jim Singer	X5889
Fire Trucks/Emergency Vehicles	Bob Hutkowski	X9363
Environmental Equipment	Joe McHenry	X5892
Mat'l Handling: Storage Systems/Containers/Rope & Rigging	Mark Scott	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	X4536
Firefighting	Paul Kitchen	X3444
Marine Diving/Morale Welfare & Recreation	Abie Fuller	X5547
Telecommunications Supplies: Imaging/ADPE & Info	MaryJane Angelopoulos	X3945
Food Service	Carl Brea	X4544
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	Mike McCall	X1045
Metals Regional Integrated Supplier	Joseph Seborowski	X2772
Benchstock	Tony Cosenza	X2334
Threaded Fasteners	Gary Shute	X0462
Industrial Prime Vendor (Aerospace)	Mary Lou Van Note	X1021
Non Threaded Fasteners	Neil Kovnat	X3476
Industrial Prime Vendor (Non Aerospace)	Elliott Chant	X3402

Internet:

Access our web site via the green button  off the DSCP home page: <http://www.dscp.dla.mil/>.

Notice: Due to the recent organizational changes, the URL to reach G & I directly (<http://www.disc.dla.mil/>) will soon be changing. Please revise all bookmarks/favorites to the DSCP home page.

DLA Customer Service: <http://www.supply.dla.mil>





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

We are no longer an ocean away



The General and Industrial (G & I) Directorate recently deployed three outstanding individuals to serve our customers in Europe and the Pacific. Why? Because their physical presence allows us to continually provide logistics support to meet the warfighters' needs.

Downsized and restructured, the Department of Defense must still meet increased challenges to world peace with a smaller force and tighter budget. Our military posture and focus worldwide has undergone change; and to be competitive, we too have to change -- especially now that our military customers have more buying options to fill their materiel requirements. Our strength is in our workforce and our ability to deliver ideas and solutions, in addition to products and services.

Mr. Tom Kane, assigned as DSCP-Pacific representative, is stationed in Pearl Harbor, HI. He is looking forward to meeting current customers and acquainting new ones with our many product and service offerings. Tom

commented that "Now, for the first time our customers in these regions will have a dedicated G & I representative within, or closer to, their time zone. As an 'in theatre' representative, I will be able to resolve immediate G & I logistics problems and provide links to Prime Vendors and other successful commercial means of obtaining supplies and services. In return, our customers can devote more of their time, energy, and attention to accomplishing their mission."

Ms. Marie Boggs, stationed in Mainz Kastel, Germany, is also looking forward to affecting resolution for our customers in Europe. Marie, like her counterpart in Hawaii, has the ability and resources available to assist customers in support of their immediate G & I needs.

Mr. Steve Jarvis, also stationed in Mainz Kastel, Germany, is our facilities maintenance product expert and representative for our customers in Europe. Steve is the single point of entry for all facilities maintenance requirements. While our role is in support of the warfighter, we are also providing humanitarian assistance for all Class IV items. Steve will help with all facilities maintenance needs.

Our DLA and DSCP reps will continue to represent all of DLA's commodities. Tom, Marie and Steve are the first G & I additions to our Pacific and Europe teams of multi-commodity representatives. They will provide comprehensive staff advice and technological guidance on areas that extend across traditional functional lines and ensure tailored logistic support pack-

ages are running smoothly after implementation by our customer logistic specialists.

Our Prime Vendor Programs are being implemented in the Pacific and Europe Regions. Many customers will need assistance with the rollout processes and the on-going innovations in prime vendor systems. Our customers will benefit from Tom, Marie and Steve's presence since they will have a dedicated individual with the authority of command to affect resolution. Customers will receive first hand demonstrations of a prime vendor program and other tailored logistics support packages that are designed to permit them to focus on their core mission instead of performing burdensome administrative tasks.

We can assure quality products and services, when and where needed, at reasonable prices by offering our third party logistics (3PL) support services. DSCP's G & I overseas representatives will deliver the service.

For customers located in Europe or the Pacific who would like more information about the segments of G&I,

Check out our website:
<http://www.dscp.dla.mil/dscpe/>

or call/email your new associate:

Thomas A. Kane
DSCP-SC
440 Fuller Way,
BLDG 280
Pearl Harbor, HI
96860-4967
mailto:
takane@dscp.dla.mil
DSN 312-471-5520
Comm: 808-471-5520

Marie Boggs
DSCPE- Mainz Kastel
Germany
CMR 443 Box 9000
APO AE 09096
email:
mboggs@europe.dla.mil
Phone: DSN 314-334-2377
Com-011496134604377
Fax: DSN 314-334-2552
Com-011496134604552

Mr. Steve Jarvis
DSCPE- Mainz Kastel
Germany
CMR 443 Box 9000
APO AE 09096
email:
sjarvis@europe.dla.mil
Phone: DSN 314-334-2584
Com-011496134604584
Fax: DSN 314-334-2962
Com-011496134604962

Notice: Email Address Changes

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