



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 & Industrial Directorate.

Volume 1, Issue 3

Spring 1999



In this Issue

"Director's Corner"	2
Modern Burner Unit	3
Firefighting PV	4
New Items 1-Furniture	4
New Items 2-ADP	5
New Items 3-Move/Store	5
IPV Takes Flight	6
IPV & MRO in Okinawa	7
MRO Interface	7
MRO Supports Pentagon	8
HEPP Saves AF \$2 M	8
Fixing the Constitution	8
Energy Efficient Lighting	9
DILNet-Inventory Locator	10
Business Fair a Success	10
Y2K Update	11
Wood Products PV	11
DMART	12
Catalogs Catalogs	12
"Business Buzz"	13
Measuring LRT	14
How to Reach Us	15
"The Back Porch"	16

In January, the Defense Industrial Supply Center recognized several key participants in the recently awarded Pacific Diving Prime Vendor program. The ceremony was held at the Naval Amphibious Base, Explosive Ordnance Disposal Group ONE Headquarters, San Diego, CA.



In appreciation for her dedication to the diving prime vendor program, Ralph Lund presents a DISC Eagle award to Navy Cmdr. Sue Trukken-Schreck of Explosive Ordnance Disposal Group ONE. Lund is the DISC contracting officer for the program.

Air Force Col. Richard Poch, DISC's deputy commander, joined both customers and vendors in signing a partnership agreement emphasizing the establishment of a long-term commitment between all parties. DISC also presented customers with liberty bells and eagles in appreciation of their support and dedication to the prime vendor program.

Col. Poch expressed his appreciation, "We could not have awarded these contracts without the support and assistance of the Explosive Ordnance Disposal Group ONE and the Southwest Regional Maintenance Center. DLA is committed to this program and is certain that the efforts to streamline the acquisition

of material and services will result in a long and beneficial relationship for all parties involved."

In November, DISC awarded three prime vendor contracts to provide marine life-saving and diving support to more than 125 military customers in three regions: the Pacific Northwest, including Alaska; the Pacific Southwest; and Hawaii, including Japan, Korea, Okinawa and Guam.

"Diving organizations perform a wide variety of missions and their needs are very specialized, often placing divers in life-critical situations. Our challenge is to provide the equipment they need in accordance with all the necessary qual-

(Continued on page 3)

Reorganizing for Enhanced Readiness and Customer Focus

After more than two years of restructuring, the Defense Industrial Supply Center has taken its last step in realigning itself into a more efficient, customer-focused organization—by reorganizing its two operational directorates into one

consolidated directorate. "We needed to take small steps rather than one big leap, which meant a number of reorganizations under a long-term plan. This final step will allow us to provide the best possible support to our customers," said Air

Force Col. George O'Neal, director of the new General and Industrial Directorate. Under the restructuring, DISC went from having two separate directorates with a total of ten business units to one with six. The units were redesigned around customer

segments and product groupings. As a result, DISC can better tailor customer support packages and ensure that personnel are dedicated to specific customers, which supports the Defense Logistics Agency's

(Continued on page 2)

Director's Corner



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

The past few months have been very exciting for the Defense Industrial Supply Center and for you, our valued customers. We've transferred in and out the management of several supply classes and continued to expand our prime vendor programs with new awards in the diving and firefighting arena, in addition to new IPV and MRO contracts in Okinawa, Camp Pendleton, and Camp Le-

Jeune, just to name a few. We've also completed the final phase of our reorganization to enhance readiness and customer focus by bringing together DISC's Industrial and General directorates to become one united directorate in support of our customers. This realignment has been, and will continue to be, seamless to you. One change you will notice is our new combined newsletter.

I am proud to present the first issue of the *General Store*, a combination of the *ToolBox* and the old *General Store*. Our goal with this newsletter is to let you, our customers, get to know us better—to keep you in-

formed of the progress we've made in your business area, and to give you the information you need to make doing business with us easier. We want to be the supplier of choice for all of your needs. As you read the *General Store*, take notice of the scope and breadth of commodities and services we have to offer. You will find we supply many of the things you and your organization's use every day. And in light of the internal operating efficiencies we've achieved, along with the tremendous marketplace leverage we bring to bear, I believe we can offer very attractive support packages to you, in terms of lower

overall costs and improved timelines.

The sole reason we exist is to support you. The numerous initiatives we're pursuing have been developed in close coordination with our customers. You're the reason we're here, and our focus is to provide you the parts and services you need, when you need them, at the best value. We take our partnership with you seriously. If you have ideas about how we can improve our support to you, please give us a call.



Reorganizing for Enhanced Readiness and Customer Focus



From left, Air Force Col. George O'Neal and Yvette Burke, director and deputy director of DISC's new General and Industrial Directorate.

(Continued from page 1)

strategic plan.

"Part of the process of tailoring customer support will be the opportunity to educate customers about all that DLA and DISC does and why it's to their benefit

to work with us, rather than around us," O'Neal said. "We have a multitude of logistical experts who can develop and execute the best support packages available—and we can do this faster, at a lower cost, and with the highest quality product."

"This organization was established back in 1962 for some very good reasons that still exist today. From an overall DoD perspective, it makes sense to continue to centralize certain functions and responsibilities, as DLA does. But resource constraints and funding changes have placed enormous pressure on our customers, so the 'big picture' is often lost by an individual unit that must operate within a limited budget. If DISC doesn't become an organization that 'delights' its customers and makes them want to come back, they will go elsewhere. If

enough do, DISC will no longer remain a viable organization. The impact on the DoD would be significant, in terms of suboptimizing individual organizations' efficiencies to the detriment of the whole, and our country's defense would suffer."

Yvette Burke, deputy director of the new directorate, agreed.

"We have to constantly benchmark to keep abreast of changes in business. We need to find best practices in industry and the federal sector and apply them to our customer support endeavors within the Defense Department," she said.

Burke explained that the new directorate blends the two different processes of filling customer orders—the traditional way and the new process of managing the supply chain. The General and Industrial Directorate now has the initiatives, such

as prime vendor and DIL-Net, within the customer business units which facilitates the development of tailored support to customers. But she said the consolidation will do more than just improve customer support. "Communications across customer segments and between business units will also improve," said Burke. "This reorganization will make DISC an even stronger organization in the areas of customer focus, workforce development, and information management, bringing more to DSCP when we conjoin in July."

The reorganization's management change was effective January. The physical placement of the remaining workforce will be completed by July 1999.

ity standards and technical requirements to ensure diver safety," said Ralph Lund, a DISC contracting officer. "With prime vendor, we can ensure they get the commercial items they need to do their jobs whether its explosive ordnance disposal, ships husbandry, salvage, special warfare, search and rescue or underwater construction."

Benefits of the prime vendor program include on-line ordering and access to usage and sales data, 24-hour customer support, competitive pricing and readiness contingencies. Items covered under the contracts include regulators, masks, air lines, knives, valves, gauges, weights, filters, swim fins, boots, air cylinders, test equipment and wetsuits. Incidental marine services such as hydrostatic testing and oxygen cleaning are also offered. Other features include electronic on-line ordering, on-line access to usage and sales data, 24-hour customer and product support, readiness contingencies, improved delivery schedules

and competitive pricing. Lund said five pilot sites (see sidebar) can currently phone and fax orders direct to the prime vendor, and will be ordering electronically by the spring. The remaining customers are scheduled to be on-line by September 1999.

The prime vendor solicitation for the Atlantic regions is underway. The Atlantic regions are: the Atlantic Northeast, including Europe, and the Atlantic Southeast, including Puerto Rico, Cuba, Panama and the Bahamas. Once awarded, the contracts will support over 200 customers in the Atlantic.

DISC is actively looking for new prime vendor diving customers. If you are interested or want more information on the program, contact Donna Dougherty at (215) 697-3486/DSN 442 or e-mail ddougherty@disc.dla.mil.



After signing the partnership agreement, Air Force Col. Richard Poch (right) poses with diving prime vendor customers (from left) Navy Capt. C. E. Soderholm, Navy Capt. Robert E. Smith and Navy Capt. J.D. Pledger. Poch is deputy commander of the Defense Industrial Supply Center. Soderholm is deputy commander of Explosive Ordnance Disposal Group ONE, Naval Amphibious Base Coronado. Smith is commander of the Southwest Regional Maintenance Center, Naval Station San Diego. Pledger is commander of the Naval Surface Fleet, U.S. Pacific Force.

Pacific Diving Prime Vendor Pilot Customers

- ◆ Consolidated Divers Unit, San Diego
- ◆ Explosive Ordnance Disposal Mobile Unit 3, Coronado, Calif.
- ◆ Explosive Ordnance Disposal Mobile Unit 11, Oak Harbor, Wash.
- ◆ Explosive Ordnance Disposal Mobile Unit 5, Guam
- ◆ Mobile Diving and Salvage Unit One, Hawaii

Maintenance Parts Support for Modern Burner Unit

Members of the Defense Industrial Supply Center's Field Feeding team coordinated with the U.S. Army Soldier Systems Command, Natick RD&E Center, to provide maintenance parts support for the Modern Burner Unit (MBU). Working from a preliminary copy of the technical manual, DISC identified the parts required to repair and maintain the burner. Thirty-five



NSN's were established and incorporated into a new technical manual. The manual should be available soon from the U.S. Army. For more information, contact Edward Heaton at (215) 697-9283/DSN 442 or e-mail efheaton@disc.dla.mil.

FIREFIGHTING PRIME VENDOR IS HERE

Are firefighting supply issues putting you in the hot seat? Firefighters can now have one-stop shopping for all their equipment and service needs with the Defense Industrial Supply Center's new firefighting prime vendor program.

DISC awarded two prime vendor contracts to supply an array of commercial and military unique fire fighting equipment, related services and training to customers in the Eastern region of the continental U.S. Items include extinguishers, fire ladders, loose equipment and sprinkler systems, just to name a few. The prime vendors, Safety Equipment Co. of Tampa, Fla. and Lion-Vallen Ltd. Partnerships of Dayton, Ohio, are active in the fire-related service industry and have experience dealing with the military.

Diane Neff, the DISC contracting officer working with the program, said while participation is completely voluntary, customers can reap a multitude of benefits by using the program (see side bar).

"This program can help DoD fire houses and other users of fire fighting equipment operate more efficiently by reducing on-base inventories and the burdens of contract administration and by providing customer-tailored financial reports," she explained. "And because you're dealing with only one vendor, there's no need call numerous suppliers. Your prime vendor can get the exact brand name product or part number you need and deliver it to your doorstep."

Under the program, orders are commercially delivered wherever the customer specifies, with routine deliveries made with five to seven days; emergency deliveries within 24 hours.

Neff said 131 military installations are covered under the Eastern region contracts, but she expects the number of customers to increase as the program is used by non-Defense Department federal agencies, such as the Forest Service and Coast Guard. A solicitation for the Central/

Western region was issued in December, encompassing 33 states including Hawaii and Alaska, and 232 installations, with award expected this spring.

For more information, contact Neff at (215) 697-5057/DSN 442 or the firefighting team at firefighting@disc.dla.mil.



Firefighting Prime Vendor Program Benefits

- ◆ shorter lead times
- ◆ electronic on-line ordering
- ◆ 24-hour customer support
- ◆ surge capability
- ◆ competitive pricing
- ◆ commercial delivery
- ◆ diverse commercial product line
- ◆ all material compliant with current National Fire Protection Association (NFPA) and industry standards

Eastern Region Pilot Customers

- Dover Air Force Base
- Pope Air Force Base
- Marine Corps Air Station Cherry Point
- Marine Corps Air Station New River
- Marine Corps Air Station Beaufort
- Camp Lejune
- Fort Bragg
- Naval Station Mayport
- Naval Air Station Jacksonville



Household and Office Furniture Now Available at DISC

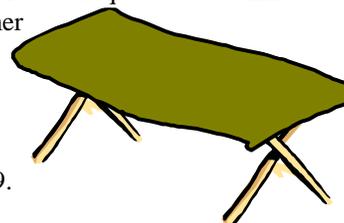
Effective January 1, 1999, Federal Stock Class (FSC)

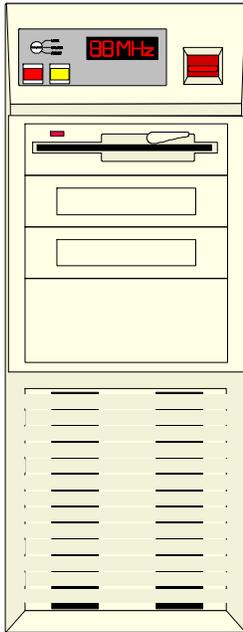
7105 (Household Furniture) and 7110 (Office Furniture) are available from the Defense Industrial Supply Center. The transferring activity, Defense Supply Center Richmond (DSCR),

worked closely with DISC associates to provide uninterrupted supply support. A special emphasis was placed on the high degree of visibility associated with FSC 7105 (folding cot), used extensively for troop mobilization, humanitarian support and natural disaster relief. DSCR is continuing efforts to award a five year,

\$39 million contract to support this item and its related component parts via direct vendor delivery. Existing assets should be adequate for customer support until the projected award in April 1999.

For more information, contact Richard Falicki at (215)697-3572/DSN 442 or e-mail rfalicki@disc.dla.mil.





ADP Products are Coming!

Management of FSC 7000, general purpose ADP equipment, is transferring to the Defense Industrial Supply Center from the Defense Supply Center Columbus, beginning in April 1999. The timetable for the transfer is as follows:

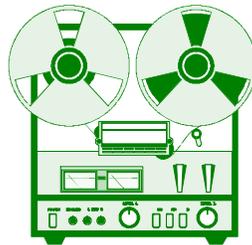
FSC

<u>FSC</u>	<u>Date</u>
7010 ADPE System Configuration	4/99
7020 ADP Central Processing Unit (CPU), Analog	4/99
7021 ADP Central Processing Unit (CPU), Digital	4/99
7022 ADP Central Processing Unit (CPU), Hybrid	4/99
7025 ADP Input/Output, Storage Devices	5/99
7030 ADP Software	5/99
7035 ADP Support Equipment	7/99
7040 Punched Card Equipment	7/99
7042 Mini and Macro Computer Control Devices	7/99
7045 ADP Supplies	7/99
7050 ADP Components	7/99

The transfer of these items will have no impact on the ordering process and will be transparent to our customers. For more information, contact Mary Jane Angelopoulos at (215) 697-3945/DSN 442 or e-mail mangelopoulos@disc.dla.mil or Sally Ewing at (215) 697-4151/DSN 442 or e-mail sjewing@disc.dla.mil.

Instrumentation Tapes Available at DISC

The Defense Industrial Supply Center awarded a five-year, long-term, indefinite quantity contract to Quantegy, Inc., Peachtree City, Ga. for reel-to-reel instrumentation tapes (FSC 5835) used in the space shuttle and satellites. The contract, featuring direct vendor delivery, will allow customers to choose 100 percent inspection or lot inspection, as well as price breaks for quantity orders. A catalog



to differentiate the 40 national stock numbers covered in the contract is being developed. Products will be added/deleted throughout the life of the contract to keep abreast of technological changes in industry. For more information, contact Steve Davis at (215) 697-2430/DSN 442 or e-mail sdavis@disc.dla.mil.

Metals Prime Vendor Contract Option Exercised

Because of excellent performance and high customer satisfaction, the Defense Industrial Supply Center exercised the second year option for its metals prime vendor contract covering the Southeast region. Interstate Steel Supply Co., the prime vendor, services seven active ac-



counts and has supported over 3,400 orders with a 97.7% fill rate since the contract was awarded in March 1998. For more information, contact Neil Kovnat at (215) 697-1045/DSN 442 or e-mail nkovnat@disc.dla.mil.

MOVE & STORE MATERIAL MANAGES NEW ITEMS

Customers can now buy bags and sacks (FSC 8105), boxes, cartons and crates (FSC 8115), packaging and packing bulk materials (FSC 8135), and specialized shipping and storage containers (FSC 8145) from the Defense Industrial Supply Center. These items were transferred from the Defense Supply Center Richmond and include over 1,600 national stock num-

bers. For more information, contact Kevin Light at (215) 697-3065/DSN 442 or e-mail klight@discl.dla.mil.



DISC'S INDUSTRIAL PRIME VENDOR IS TAKING FLIGHT

Military facilities providing maintenance, repair and overhaul of aviation, ground and marine weapon systems can say 'goodbye' to managing inventory and administrative costs and 'hello' to better service and savings. The Defense Industrial Supply Center's new Industrial Prime Vendor (IPV) program is changing the face of consumable spare part support for weapon systems by reducing costs associated with inventory investment, storage, handling, delivery and procurement.

"Our ultimate goal is to provide efficient supply chain management and parts availability while assuring weapon system readiness and surge capabilities," said Mary Lou Van Note, air support team leader at DISC.

DISC awarded its first two industrial prime vendor contracts to Raytheon Systems Inc. of Falls Church, Va. Under the contracts, Raytheon provides industrial spare parts for F/A-18, S-3, C-2 and E-2 aircraft at the Naval Aviation Depot North Island, San Diego, Calif. and CH 46 and 53, AV8, C130 and F-4 aircraft at NADEP Cherry Point, NC. In January, DISC signed another contract with TNT Logistics, of Linthicum, Md., to supply spare parts and other industrial hardware to ground vehicle maintenance customers at Camp Lejeune, Camp Pendleton and other Marine Corps sites. This



IPV Efforts at Cherry Point Appreciated
Air Force Col. George O'Neal (right) presents Marine Col. R. N. Leavitt, commanding officer of NADEP Cherry Point, with a liberty bell in appreciation for the facility's partnership and his personal commitment to the IPV program.

During the ceremony, held at Cherry Point in January, Leavitt returned the appreciation and thanked DISC for all the hard work behind the contract. "Material drives our ability to serve the fleet. We look at this [contract] as a fundamental step in the right direction to provide the best possible support," said Leavitt. "We as partners will find the best way to capitalize on information management and industry's capabilities."

contract is the first in the IPV program to provide prime vendor support to customers with operational missions. DISC also recently awarded TNT a contract to support the Okinawa Joint Logistics Group. It is the first IPV contract to support OCONUS customers and the first to support multi-services (see side article).

The IPV program is flexible, with the customer determining the level of support to meet his unique needs. Under the program, the prime vendor can manage inventory, order supply items and deliver them directly to the user, eliminating the need for customers

to submit requisitions. The prime vendor can also provide a full range of value-added services, including forecasting, engineering and technical services and accurate part usage reporting. Customers work together with DISC to define requirements and develop a system to meet the needs of specific facilities.

The goal of the program is to achieve a 100 percent fill rate without having the government hold inventory. Under the current system, customers must hold millions of dollars in inventory and still don't always have the parts they need.

Van Note said contracts can be expanded to include

all consumable spare parts used at each site and the program will help reduce infrastructure costs for both the respective service and the Defense Logistics Agency. In the long run, she said customers will save in administrative costs, while the program will eliminate depot storage, handling and delivery overhead costs in DISC's cost recovery rate.

To date, the program has been implemented at NADEP North Island and Cherry Point while Camp Pendleton, Camp Lejeune and the Okinawa Joint Logistics Group are gearing up. Additional customers scheduled to implement IPV in 1999 include: Warner-Robins Air Logistics Center (ALC), Oklahoma ALC, Ogden ALC, Anniston Army Depot, Red River Army Depot, and Letterkenny Army Depot. DISC also plans to expand its IPV program to incorporate consolidated buys for customers with common missions and/or weapon systems.

For more information, contact Mary Lou Van Note at (215) 697-6258, DSN/442 or e-mail mvannote@disc.dla.mil.



Okinawa

MRO

PV
Available

MRO Prime Vendor Available in Okinawa and Japan

Public works officers and civil engineers in Okinawa and mainland Japan now have access to the Defense Industrial Supply Center's Maintenance, Repair and Operation prime vendor program. Under a contract worth \$36 million annually, Pro Technical Products Inc., Rockford, Ill., will provide facility maintenance, repair and operations supplies to all U.S. military services in Okinawa and Japan.

For more information, contact Linda Gruber at (215) 697-3475/DSN 442 or e-mail lgruber@disc.dla.mil.

Okinawa

IPV

Contract
Awarded

In March, the Defense Industrial Supply Center awarded its Okinawa Joint Logistics Industrial Prime Vendor contract. TNT Logistics, of Linthicum, Md., will provide consumable spare parts, supply chain management and services for the overhaul, repair and maintenance of weapon systems used on Okinawa. Pilot customers Camp Kinser (Marine ground), Kadena Air Force Base and Marine Corps Air Station Futenma will be serviced within five months. The remaining U.S. Marine Corps, Army and Air Force customers will be serviced under the contract within 18 months. For more information, contact Dorothy Rossi at (215) 697-4688/DSN 442 or e-mail drossi@disc.dla.mil.

Facilities MRO Interface Developed for Air Force Customers

Thanks to an new interface, users of the Air Force Civil Engineering Material Acquisition System (CEMAS) can now easily order facilities maintenance supplies from the Defense Industrial Supply Center's MRO prime vendor program.

"Everything is automated between the CEMAS ordering system and the prime vendor, so users don't have to do anything manually," said Debra Roessler, a DISC customer liaison specialist.

Previously, CEMAS users ordering from the MRO prime vendor program had

to exit the CEMAS system to search and order from the vendor's Internet system, only to log back into CEMAS to enter the ordering information.

"Our customers weren't happy. Using the prime vendor program was actually more work and it didn't make using the program cost-effective," explained Roessler.

Recognizing the overall cost benefits of prime ven-

dor, the Air Force Civil Engineer Support Agency spearheaded an effort to develop a system to make using the program effortless. Together AFCESA, programmers from CEMAS, DISC and the pilot MRO prime vendor, SPS of Fairfield, N.J., developed the interface. After nine months of testing, the interface was implemented last November at Keesler Air Force Base, Biloxi, Miss.

"If it wasn't for the interface, we wouldn't be using prime vendor," said Peggy Holland, Chief of Material Acquisition at Keesler Air Force Base. "As the test site, we made a lot of recommendations and worked out a lot of problems. Now it's working great. We are really pleased."

As of March, the interface is available to all Air Force bases serviced by SPS. Plans are to have the interface fully accessible to remaining CEMAS users within 60 to 90 days.

For more information, contact Chet Evanitsky at (215) 697-3792/DSN 442 or e-mail cevanitsky@disc.dla.mil.



FACILITIES MRO SUPPORTS PENTAGON

In February, the Pentagon Renovation Office placed its initial order through the Defense Industrial Supply Center's Maintenance, Repair and Operations prime vendor program. The office ordered more than \$327,000 worth of building hardware, including locks, cylinders, keys and related tools and equipment, to support the first phase of its renovation project. A catalog is being developed specifically for the Pentagon renovation project to include electrical, plumbing and heating materials. DISC hopes to continue providing quality product and timely support throughout future phases of the project.

The MRO team is also working with Pentagon Facilities offices to support their maintenance missions. DISC has trained over 60 Pentagon employees to use the prime vendor electronic ordering system. As of March, the offices have ordered about \$125,000 in MRO supplies, including electric circuit boards, treatment plant chemicals and tools.

For more information, contact Chet Evanitsky at (215) 697-3792/DSN 442 or e-mail cevanitsky@disc.dla.mil.

Weapons Specific Hardware is Transferred

Federal Supply Class 5342, consisting of weapons specific miscellaneous hardware, was successfully transferred to the Defense Supply Center Richmond on January 1, 1999. All information including technical catalogs, quality assurance folders, item jacket files and long-term contract files was forwarded to DSCR to make the transition complete. For more information, contact Jeff Jobes at (215) 697-2353/DSN 442 or e-mail jjobes@disc.dla.mil.

Rings, Shims & Spacers to be Transferred

The management of 93,000 items in FSC 5365 (rings, shims and spacers) will be transferred to Defense Supply Center Richmond on April 1, 1999. DISC is working with DSCR to ensure uninterrupted customer support. For more information, contact Ed McCauley at (215) 697-0473/DSN 442 or e-mail emccauley@disc.dla.mil.

HEPP

Saves

Air Force

\$2 million

When customers buy from the Defense Industrial Supply Center's Heavy Equipment Procurement Program (HEPP), they can receive significant savings—just ask the U.S. Air Force. Recently, DISC awarded a \$8.5 million contract for 16 high reach maintenance platforms for the San Antonio Air Logistics Center to be shipped to 13 Air Force bases in the U.S., Europe and Asia. Bulk buying and price negotiations resulted in a final award price \$2 million less than the Air Force anticipated.

When you need heavy equipment, think DISC. For more information, contact Darrell Moresi at (215) 697-3006/DSN 442 or e-mail dmoresi@disc.dla.mil.

DISC Helps Repair the Constitution



No, the Defense Industrial Supply Center isn't supporting a new amendment, nor fixing holes and tears in the parchment paper on which the Constitution was written. DISC is supplying vital lumber to repair the USS Constitution, the ship used during the War of 1812, also known as Old Ironsides.

"When the Boston Navy Yard needed to replace a 200-year old mizzen top gallant yardarm, a mizzen top sail yardarm, and hull and deck planking, they called us [DISC]," said John Martino, an equipment technologist for wood products at DISC. Yardarms are horizontal wood beams that hold the sail to the mast, or mizzen; the hull is the shell of the ship.

Martino said one of the challenges in supporting the renovation process are the unique requirements specified by the ship's original designer, Joshua Humphrey. Because of the limited availability of the "required" natural timber, glue laminated technology supplied much of the wood that was later shaped to Humphrey's dimensional specifications.

"I spent 20 years at the Philadelphia Navy Ship Yard as a ship builder and designer," said Martino. "It was a thrill for me to tap into that expertise, but this time I had to think in terms of wood instead of steel," he said.

Maintenance and repair efforts on the ship are on-going. In 1995 the ship underwent a major overhaul, replacing large portion of the shell and framing. At that time, the Defense Supply Center Columbus, Ohio, managed the lumber and wood products. The function was transferred to DISC in February 1996.

Energy Efficient Lighting



Defense Industrial Supply Center

Philadelphia, PA

1-800-DLA-BULB

Volume 5
November 1998

DISC has
Energy
Efficient
Lighting
Products

Need compact fluorescent or low mercury lamps? The Defense Industrial Supply Center's Lighting team offers a variety of energy efficient lighting products that meet energy guidelines and environmental concerns set forth by the Federal Energy Management Program (FEMP).

"Our Energy Efficient Lighting catalog provides product and ordering information on more than 2,000 energy efficient lighting products. It's available in hard copy and CD-ROM," said Jim Ogorek, the catalog's creator. "We also can get products not listed in

the catalog—just let us know what you require. We plan to put the catalog on our web site and update it regularly as new items become available."

In addition, DISC offers free on-site training to customers with energy concerns, such as facility and energy conservation managers.

"Our technical staff can show our customers how to conserve energy usage through presentations and product demonstrations. DISC is a great link to all the new energy efficient products on the market," he said.

From U.S. embassies and military installations overseas to your local post office, DISC provides energy efficient quality lighting that meets customer's needs.

Got Questions? Need support?

Call **1-800-DLA-BULB** (1-800-352-2852) or fax 215-697-6346/DSN 442 or check out our web site at **www.disc.dla.mil/general/light1.htm**.

DISC Now Offers Fastener Assortments

Why re-stock your storeroom one stock number at a time when you can order an assortment of screws, bolts, studs, nuts, and/or washers with just one NSN? DISC now offers a number of assorted packages, including :

5305-01-211-6770 - includes, Grade 8 Hex Head screws, with nuts and washers, coarse and fine thread, zinc plated in sizes ranging from ¼ inch through ½ inch. (1,470 total pieces)

5305-01-250-0594 - includes, Grade 5 Hex Head screws with nuts and flat and lock washers, coarse threads, zinc plated. Sizes range from ¼ inch through ¾ inch. (9,520 total pieces)

5305-00-206-4993 - includes, round, flat and fillister slotted machine screws. Zinc plated. Sizes range from #2 through ¼ inch, (3,000 total pieces.)

Additional assortment packages are available and can be viewed at our website: <http://www.disc.dla.mil/cbu/n>. For more information, contact Richard Hartzell at (215) 697-6305/DSN 442 or e-mail rhartzell@disc.dla.mil.



Help for Padlock Users



In an effort to custom tailor its support for general field service padlocks, the Defense Industrial Supply Center has developed a handy pocket size laminated chart to let customer know what padlocks are available and their set/key configurations. Customers can use these cards to determine what locks best meet their

needs. DISC has arranged for the cards to be inserted in padlock shipments from the contractor. For more information, contact Jim Pfender at (215) 697-4881/DSN 442; e-mail jppfender@disc.dla.mil or Mike Dunphy at (215) 697-2156/DSN 442; e-mail mdunphy@disc.dla.mil.

Aggressive Inventory Management Improves Supply Support

Several customers have submitted Supply Assistance Requests for a mounting bracket (NSN 5340-00-124-5270) which supports various aircraft, including the F-14A. DISC has aggressively worked to improve the delivery schedule of the contract, accelerating delivery by 32 days and reducing

backorders by 80%. For more information, contact Wilfredia C. Fields at (215) 697-6200/DSN 442 or e-mail wfields@disc.dla.mil.



F-14

DILNet

DISC's Inventory Locator Network

The Defense Industrial Supply Center has created a tool, called the DISC Inventory Locator Network (DILNet), to aid its buyers and inventory managers in satisfying customer requirements. Under this program, qualified vendors electronically submit their on-hand inventory daily to DISC. These assets are then matched to DISC's open purchase requests and back-order files, and along with other information, are combined into a database which is available to the Center's buyers and inventory managers.

"When an item isn't readily available from DLA

stock, DILNet provides another avenue to possibly locate material so customers don't have to go without an item, or cancel their requisition and buy from another source," said Susan Samocki, the DILNet team leader. "If we are to stay competitive, we must reduce our leadtimes. DISC cannot continue to take over 60 days to make an award and make deliveries in excess of 90 days for material that is readily available from a vendor's shelf stock."

Samocki explained that

DILNet Offers Access to a National Inventory

DILNet reduces administrative leadtime by virtually eliminating the need for solicitations. Awarding to vendors who ship material within 15 days also reduces production leadtime. Since DILNet's inception almost a year ago, production leadtime for DILNet awards was reduced from an average of 116 days to only 10. To date, more than 2,000 awards have been made via DILNet.

DILNet was originally designed for fasteners, but is expanding to include lighting and other DISC

commodities. Any inventory can be posted to the database as long as it complies with the DILNet basic agreement. Aggressive efforts continue to bring additional vendors on-line. As of March, 17 vendors were on-line and 10 were registering.

While DILNet is an internal tool, customers can query items they require by accessing the database at www.disc.dla.mil/dilnet. For more information, contact Samocki at (215) 697-3020/DSN 442 or e-mail ssamocki@disc.dla.mil.

Business Fair Focuses on Partnering for the Customer's Sake

During his remarks at the industrial business fair held in Philadelphia late last year, Army Maj. Gen. Roy E. Beauchamp left little doubt about the importance of "forging partnership for success," the fair's theme.

"The soldier's success depends on our partnership," he said. "Improving trust and communicating is mandatory, it is not a one way street. It has to work for everybody in order to be successful, and we have to do it together. What's good for the Army is good for America." Beauchamp, a former commander of the Defense Industrial Supply Center currently commands the U.S. Army Tank Automotive and Armaments Command in Warren, Mich.



Nick Ranalli (left) and Army Maj. Gen. Roy Beauchamp attend the Defense Industrial Supply Center business fair. Ranalli is DISC's administrator; Beauchamp is a former DISC com-

Beauchamp, along with over 170 participants representing 110 distributors and manufacturers of industrial commodities, had the opportunity to visit various exhibits and participate in

workshops co-sponsored by representatives from DISC and the Defense Contract Management Command. Workshops included: Fastener Quality Act Public Law 105-24; government

source inspection; the automated best value model; prime vendor; the single process initiative, and long term contracting.

Beauchamp said the Army's abilities to protect and defend America's interests worldwide depends on organizations like his, DISC, DCMC and the Defense Supply Center Philadelphia being able to conform to its customers needs.

"What makes a good organization? Good management and good leadership," he said. "We must always be ready to conform to our customers needs because of the enormity of this business."

Y2K UPDATE

In preparation for possible year 2000 computer problems, the Defense Industrial Supply Center, along with other supply centers and depots within the Defense Logistics Agency, has completed its Business Continuity/Contingency Plan to ensure customers continue to receive supplies when and where they need them. This year, instead of war games, the DLA will have Y2K exercises, which should start the end of March 1999. These exercises will entail surprise simulated system problems and the use of DLA contingency plans.

DISC's Industrial and General Directorate continues to work with contractors to ensure customers receive Y2K-compliant products by verifying whether or not a product has an embedded chip. If the product has an embedded chip that will cause a problem, the PQDR (Product Quality Deficiency Report) process is used to change the NSN to a new one that is Y2K-compliant.

In addition to products, DISC is also concerned with manufacturer's systems. While a contractor's product may be Y2K-compliant, the contractor's system may not be, which

could affect the ordering and shipment of products. To prevent this from happening, DISC is requiring manufacturers to verify that their systems are compliant. With these preparations, DISC is confident that if

Y2K becomes a problem, we can continue to support our customers. For more information, contact Linda Brian at (215) 697-6940/ DSN 442, or e-mail lbrian@disc.dla.mil.



Source: www.cartoon2000.com

CUSTOMER SATISFACTION RUNS HIGH IN NORFOLK



The Wood Products Prime Vendor Team has been consistently providing support to several military customers within the Norfolk, VA area since May 1998. The Norfolk Public Works Center has been an active participant in the program from the start. DISC has filled orders for items such as lumber, plywood, and pilings totaling over \$1 mil-

lion for use in various pier repair projects as well as general maintenance and remodeling. "Vastly improved deliveries, competitive pricing, and quality products have been a mainstay of this program since its inception", states David Leitch of the Public Works Center Requirements Branch. The Norfolk Naval Shipyard, a pilot site for the program, has also been a consistent user of the program generating requirements totaling over

"Vastly improved deliveries, competitive pricing, and quality products have been a mainstay of this program since its inception"

\$750,000. Doug Bey, Shop Stores comments "the ability to get materials in less than 7 days has allowed us to provide better service to our customers and better manage our inventories". The 2ND Naval Construction Battalion at Little Creek, Yorktown Naval Weapons Station, and the Defense Depot Norfolk have all been consistent users of the program. Lt. Chris Asselta of the 2ND Naval Construction Battalion remarks, "the flexibility, delivery, and ease of use has

been a tremendous benefit". Asselta added, "the folks at DISC have provided great customer service throughout". For more information on the program, contact Mr. Tom Grace, Program Manager at (215) 697-3558/ DSN 442-3558 or email: tgrace@disc.dla.mil.



DMART: Opening for Business

On April 1, 1999, the Defense Industrial Supply Center MarketPlace, also

known as DMART, is opening for business. This DISC warfighter's combat Internet ordering system will allow customers to place orders (via MILSTRIP or credit card) and review order status and history of their past purchases via the World Wide Web.

DMART will give customers access to a convenient catalog of readily available items covered under long-term contracts and commercial catalogs that detail numerous non-NSN type items.

DISC's Corporate WebTeam is looking for

customers willing to participate in the testing of DMART. If interested, please e-mail the team at dmart@disc.dla.mil. DMART can be accessed at <http://dmart.disc.dla.mil/>.

Catalogs Catalogs Catalogs Catalogs Catalogs Catalogs Catalogs Catalogs

DISC has a number of hardcopy catalogs that cover a wide variety of industrial and general commodities. Many of these catalogs are also available at our website, <http://www.disc.dla.mil>. See below for a listing of some of our current catalogs and instructions to request your free copy.

Flat Washers Catalog

DISC's fastener commodity business unit has developed this technical reference catalog for the purpose of informing various engineering/design activities, both military and civilian, of the fastener products available within the federal supply system. The flat washers listed include any which are described with the following properties: Carbon Steel, Alloy Steel, Corrosion Resistant Steel (CRES), Cadmium Plate, Passivation, Anodize. Contact James McMullen at (215) 697-0502/DSN 442, fax (215) 697-3648, or e-mail, jmcmullen@disc.dla.mil.

Lighting Catalog

DISC's energy efficient lighting catalog provides lighting products and ordering information on more than 2,000 energy efficient lighting products. To receive a free copy and add yourself to our mailing list, call toll free 1-800-DLA-BULB (1-800-352-2852) (option 1), fax (215) 697-6346/DSN 442, or e-mail pcufaro@disc.dla.mil.

Bolt Catalog (FSC 5306)

Now in its 2nd edition, this popular bolt catalog contains part numbers, NSNs and characteristics of over 2,000 various size and material grade hex head machine bolts. To receive a free copy, call (215) 697-3791/DSN 442, fax (215) 697-0909, or e-mail eadamchick@disc.dla.mil.

Photo/Imaging Catalog

The Photographic Industry Contracts (PIC) Catalog lists photo and imaging items under FSG 67. The PICs are innovative contracts with industry leaders that give *you* the best value for *your* money. Contact Ted Kelly at (215) 697-3621/DSN 442, e-mail ekelly@disc.dla.mil, or visit us at www.disc.dla.mil/general/nfphoto.

Metals and Metal Products Catalog

For a complete listing of all our items in FSCs 95 and 96, you can request a copy of our catalog by calling Maureen Atwell at (215) 697-1046/DSN 442 or e-mail bulkmets@disc.dla.mil.

Instrumentation Tapes Catalog (5835)

This catalog contains part numbers, NSN and an item description, and a variety of tape specifications. The catalog also provides information on minimum and multiple quantity ordering and delivery. To receive a free copy and to add yourself to our mailing list, call (215) 697-2430/DSN 442, fax (215) 697-9235, or e-mail sdavis@disc.dla.mil.

Cap Screw Catalog (FSC 5305)

The first edition of a Grade 8 Hex Head Cap Screw catalog contains part numbers, NSNs and characteristics of over 600 various size screws. To receive a free copy and to add yourself to our mailing list, call (215) 697-3791/DSN 442, fax (215) 697-0909; or e-mail to eadmachick@disc.dla.mil.

Cob Web Corner

www.disc.dla.mil



Want to know what happened this day in history?
www.historychannel.com

Looking for the perfect soundbite or audio quote to jazz up your presentation?
www.dailywav.com

General & Industrial Conference Attendance Schedule	
Expo/Conference	Date
GSA Expo San Antonio, TX	31 Mar – 1 Apr
Tidewater Acquisition Conference	5 May
IEE Globalcon 99	6-8 Apr
MRO '99 Atlanta, GA	6-8 Apr
Fed Facilities Washington, DC	3-5 May
Light Fair San Francisco, CA	11-13 May
DLA Expo New Orleans, LA	2-3 Jun
IEE West Coast Energy Management Anaheim, CA	16-19 Jun

For more information on these conferences contact:
Chris Wilson (215) 697-9078, DSN 442-9078
E-mail cwilson@disc.dla.mil

Business Buzz



By Frank Ciccarone
 Director,
 Logistics
 Support
 Office

Achieving our full potential thru Multi-Source Feedback (MSF)

The Defense Industrial Supply Center is currently training all of their non-supervisory employees to use Multi-Source Feedback (MSF) to enhance their personal development and promote communication. MSF

has been in use by Fortune 500 companies for more than 20 years and, in the past few years, has been adopted by many governmental agencies, including Presidential Quality Award (PQA) winner the Piccatiny Arsenal.

Traditionally, employees only receive feedback from one source – their supervisors. MSF takes the feedback process one step further by having employees solicit information about their performance, and its impact on others, from groups of people with whom they routinely inter-

act, including first line supervisors, teammates, internal customers and external customers. These individuals are contacted by the employee and then requested to complete an evaluation of the employee's performance with narrative comments. The following principles of providing usable effective feedback are taught. Comments are to be specific describing: 1) observable behavior, 2) what you like and want repeated and 3) what you don't like and want done differently next time. Armed with this information, the employee is then

instructed on how to develop an individualized specific action plan to promote their strengths and work on their developmental needs.

Promoting effective communications and having employees achieve their full potential can benefit you, our customers. If an employee solicits feedback from you, we'd appreciate your participation in the MSF program. For more information on MSF, contact Steve Klein at (215) 697-9788/DSN 442 or e-mail sklein@disc.dla.mil.



Helping DISC Measure LRT and Improve Support



The Defense Industrial Supply Center is committed to improving customer support. One method of improving customer satisfaction is through the evaluation of Logistics Response Time (LRT). LRT is the time, in days, from customer generation of a requisition to customer generation of confirmed receipt of material. It is measured in twelve segments:

Segment 1 – Submit Time days from customer generation of requisition based on the date in the requisition to Defense Automated Address System (DAAS) receipt of requisition.

Segment 2 – DAAS Time days from DAAS receipt of requisition to release to DISC.

Segment 3 – Inventory Control Point (ICP) Time days from receipt of requisition at DISC (date of birth) to a positive supply action (material release order to depot or award of contract to vendor).

Segment 4 - Depot/ Vendor Time days from positive supply action (material release order to depot or award of contract to vendor) until shipment of material.

Segments 5 to 11 - Transportation Time days from material shipment via a transportation company until consignee receipt (tailgate date).

Segment 12 – Receipt Take-Up Time days from consignee receipt (tailgate date) to user notice of receipt based on customer input of Document Identifier Code (DIC) DRA or DRB transaction.

The format of the DIC DRA/DRB transactions is as follows:

FIELD LEGEND	POS	EXPLANATION/INSTRUCTIONS
Document Identifier Code	1-3	Enter DRA when submitting a material receipt acknowledgement. Enter DRB when replying to a DRF.
Routing Identifier Code (To)	4-6	Enter the RIC of the activity to receive this transaction.
Multi-Use	7	For security assistance shipments, enter the applicable mode of shipment, or leave blank. For U.S. forces shipments, enter data prescribed by the Service/Agency (e.g., code for controlling receipt of partial or split quantities.)
National Stock or Part Number	8-22	Enter the NSN or part number of the item received.
Unit of Issue	23-24	Enter the UI of the item received
Quantity	25-29	Enter the quantity received. Note: If you know what quantity was shipped, you can use this transaction to report non-receipt or shortage by entering the missing quantity and entering Discrepancy Indicator F in position 63. Don't do it, however, just to report our failure to ship you the total quantity you ordered. It's not a discrepancy unless what you received was not what was shipped.
Document Number	30-43	Enter the document number from the receipt document.
Suffix Code	44	Enter the suffix code, if any, from the receipt document.
Supplementary Address	45-50	Duplicate from receipt document.
Signal Code	51	Duplicate from receipt document.
Blank	52-53	Leave blank
Routing Identifier Code (To)	54-56	When prescribed by Service or Agency, enter the applicable RIC for: a. Activity requiring MRA in addition to activity indicated in positions 4-6. b. MCA requiring MRA in addition to ICP (for GFM shipments to contractors.)
Project Code	57-59	Duplicate from receipt document.
Date	60-62	Enter the Julian day as follows: a. For U.S. Forces, enter the day the receipt was posted to the stock record/property account or equivalent. If position 63 is an F, enter the day this transaction was prepared. b. For security assistance shipments, when mode is entered in position 7, enter the day shipped; otherwise enter the day this transaction is prepared.
Discrepancy Indicator Code	63	Enter: A ROD being submitted. (Excludes shortage and partial or total nonreceipt.) B No record of requisition (Use in reply to DIC DRF if there is no record of the requisition and the material has NOT been received.) D Transportation discrepancy report being submitted. (Excludes shortage and partial or total nonreceipt.) E Product quality deficiency report being submitted. F Shortage or partial or total nonreceipt. Quantity not received entered in record positions 25-29. Use only if you know what quantity was shipped. X Discrepant receipt, other than shortage and partial or total nonreceipt, which does not meet qualifying criteria for discrepancy report submission.

Total LRT – days from customer generation of requisition (based on the requisition date) to customer receipt of material (based on customer input of DIC DRA or DRB transaction).

Receipt Take-Up Time is an area where customers directly influence LRT measurement. If customers do not post material receipt in a timely manner or fail to submit material receipt transactions all together, the final segment of LRT, as well as total LRT, will be extended or not calculated at all. Transactions for material receipt include DIC *DRA*, material receipt acknowledgment from a reporting activity to a supply source, and DIC *DRB*, material receipt acknowledgment from a reporting activity to a supply source to acknowledge material receipt in reply to follow-up (DIC DRF). DIC *D6S*, acknowledging receipt of materiel at the retail level, is no longer used, so customers should use the DRA and DRB transactions. DISC uses LRT information to identify areas that need improvement. But in order for us to help you, we need your help. By posting receipt promptly and sending us an acknowledgement, you can help us accurately measure LRT and make the appropriate and effective changes to improve support. Please remember to submit your receipt of material! For more information, contact Gerald Brennan at (215) 697-1369/DSN 442 or e-mail gbrennan@disc.dla.mil.

How to Reach Us:

Our reorganization entails many physical moves. Our people and phone numbers are changing rapidly. We ask your patience during this transition, but we are providing the leading contacts for your use to aid in finding someone at DISC. We are also accessible on the DISC and DSCP Web Phone Book, access <http://www.dscp.dla.mil/phonedir/checkfone> for the most up to date list of DISC and DSCP phone numbers.

Customer Support

Customer support is provided worldwide by the Defense Industrial Supply Center's 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 **DISC ESOC at (215) 697-2336/DSN 442**. Requisitions can also be submitted via the DISC web site at <http://www.disc.dla.mil>

DSN	442 (plus extension)
Commercial	215/697 (plus extension)

<u>Readiness Office</u>	<u>POC</u>	<u>Phone</u>
Director	COL Paul Diamonti	X4509
Deputy	Richard Strang	X4587
Air	LtCol Sheila Michalke	X9240
Land	MAJ John E. Snow	X6433
Sea	Robert T. Pezick	X0260
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:

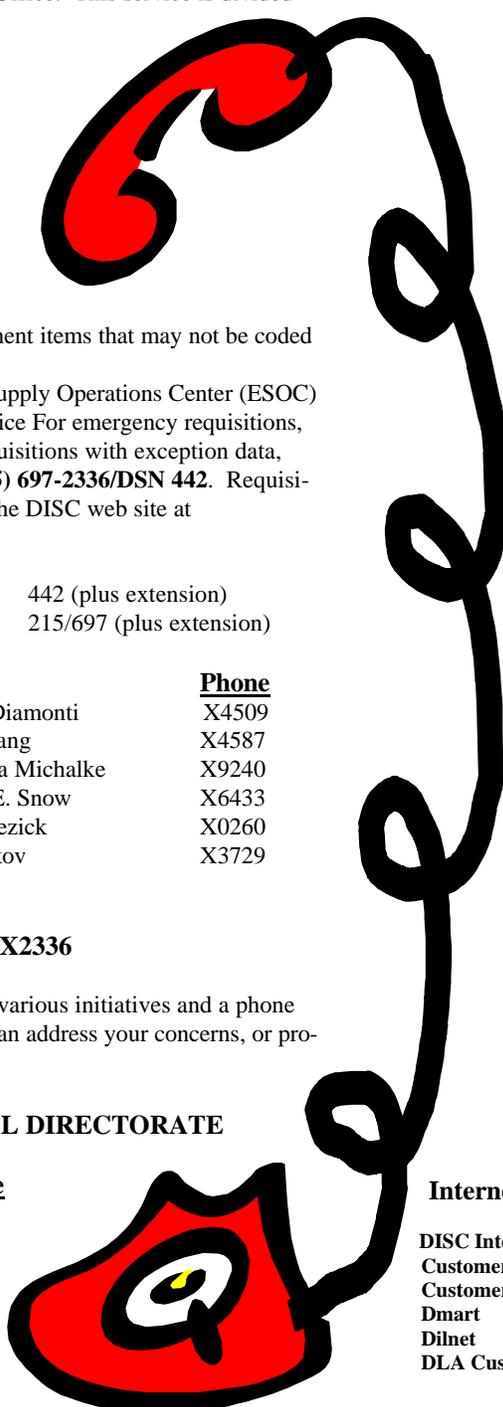
GENERAL & INDUSTRIAL DIRECTORATE

<u>POC</u>	<u>Phone</u>
Director	
Col. George T. O'Neal	X3201
Deputy Director	
Yvette A. Burke	X4353
Business Office	
Frank Ciccarone	X4332

<u>Commodities</u>	<u>POC</u>	<u>Phone</u>
<i>Move & Store Material</i>	LTC Eugene Surmacz	X2234
Heavy Equipment/Construction Equip	Jim Singer	X6086
Fire Trucks/Emergency Vehicles	Bob Hutkowski	X5530
Environmental Equipment	Joe McHenry	X3157
Mat'l Handling: Storage Systems/Containers/Rope & Rigging	Mark Scott	X6099
<i>General Hardware</i>	CDR Wheelock	X3445
Miscellaneous Hardware	Angela Bogucki	X6752
Special Padlocks	Jeffery Jobs	X2353
Knobs & Pointers	Joseph Selsky	X0264
DILNET	Susan Samocki	X3020
Foreign Military Sales (FMS)	Diane Dunn	X0349
<i>Operational Equipment</i>	Elliott Chant	X3680
Safe Environment	Tony Cosenza	X4536
Firefighting/Marine Diving/Morale Welfare & Recreation	Abie Fuller	X5547
Telecommunications Supplies: Imaging/ADPE & Info	MaryJane Angelopoulos	X3945
Food Service	Carl Brea	X4544
<i>Facilities Maintenance</i>	Gary Shute	X2383
Building Material/Plumbing	Dave Lipshutz	X3272
Lumber	Tom Grace	X3558
Lighting	Tony Armentani	X5028
Maintenance Repair & Operations	Chet Evanitsky	X3792
<i>Metals</i>	Neil Kovnat	X1045
Metals Regional Integrated Supplier	Joseph Seborowski	X2772
<i>Benchstock</i>	Tom Daley	X2334
Threaded Fasteners	Anthony D'Ambrosio	X0462
Industrial Prime Vendor (Aerospace)	Marvin Rosenbaum	X3629
Non Threaded Fasteners	Anne O'Connor	X3476
Industrial Prime Vendor (Non Aerospace)	Mike McCall	X3402

Internet Addresses:

DISC Internet Address	http://www.disc.dla.mil
Customer Support	http://www.esoc@disc.dla.mil
Customer Feedback	http://www.svtrk01@milserver.disc.dla.mil
Dmart	http://www.dmart.disc.dla.mil
Dilnet	http://www.disc.dla.mil/dilnet
DLA Customer Service	http://www.supply.dla.mil





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

Knowledge Sharing – A “Growth” Industry at DISC/DSCP

DISC has joined other Government agencies and commercial corporations worldwide in instituting best practices for transferring knowledge within the organization. We are learning to be an innovative learning organization, and we regard this as one of the critical success factors toward reaching our most important corporate goal of 100% customer satisfaction.

Our value in the marketplace – our value to you, our customer – is based in large part on our intellectual capital, the skills and know-how of our employees and the codified, stored, and struc-

tured information in our databases, reports, and analyses. We have joined the American Productivity & Quality Center (APQC), an international benchmarking clearinghouse to align with leaders in Government, business, and academia to increase understanding, benchmark progress, and improve knowledge management skills.

C. Jackson Grayson, Chairman of APQC, posed some questions to help organizations assess how they’re doing in managing knowledge. “Take inventory,” he advised and asked, “Do you know what knowledge you have now? Who has it? How to get it? Are you systematically transferring knowledge inside your own organization? systematically acquiring outside knowledge?, creating new knowledge?, using technology to acquire, disseminate, and transfer knowledge – to everyone, everywhere, anytime? Are people sharing? If not, why not?”

We have asked these questions and more. We

are propelled on this course to improve our knowledge management skills by dramatic advances in information, communication, and technology. Undoubtedly, desktop computing, the ease of communicating and information exchange, via e-mail, voice mail, the World-Wide Web, cell phones, and satellites, and the accessibility of all this information – has changed our lives, at home and at the work place. The pace of change and technological innovation is increasing.

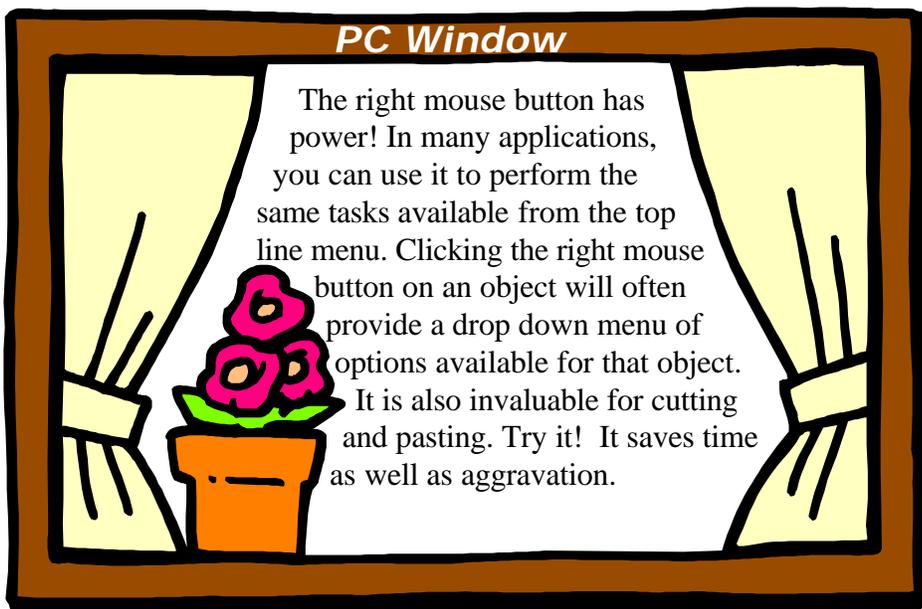
How will YOU, our customers, benefit?

By the value you receive from our increased knowledge of your unique requirements – our shared experiences working with you on a personal basis, day to day.

We’ve designed an Intranet web site, the KnowledgeScoop, for posting information in the form of studies, articles, briefings, reports, etc. We’ve got the technology – but we’ve

really got something more – and better than that! Most of all, the KnowledgeScoop is PEOPLE, and what they have to tell about their experiences – people sharing and transferring knowledge, not just bits of data.

We look to you, our customers, for your expert knowledge about the products and services you want. Your guidance is the voice of experience, and we welcome your feedback. You can help us serve you better, by sharing your expectations with us. The information and experience we gain by serving you, will, in turn, be transferred to others here at DISC/DSCP by effectively managing our total intellectual capital. This is the value we offer you in the marketplace – and why we plan and expect to be your expert Provider of Choice!



The “General Store” is published quarterly by the DISC 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 :

DISC-ILBC
700 Robbins Ave
Philadelphia, PA
19111-5096

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