



Highlights

- Call Center
- Southeast Regional Integrated Supplier
- Acquisition Advice Code "H"
- We're Listening to You
- Fastener Assortment
- Catalogs on Request

*A Newsletter for Customers;
from the DISC Industrial
Directorate
Volume 2 • Issue 2
Summer 1998*

The Toolbox

Defense Industrial Supply Center
700 Robbins Ave. Philadelphia, PA 19111

Director's Corner

TO OUR VALUED CUSTOMERS

In our last "Toolbox," I talked about our desire to partner with you, to work closely with you in determining your requirements and how best to meet them. As we talk with our Customers, several recurring themes become apparent. Not surprisingly, these issues involve responsiveness, cost, and readiness support. I will address these in the next couple of "Toolbox" issues.

The first major issue is responsiveness. While you want to deal with us, you think we don't have items available when you need them, or if we do, we take too long to deliver them. As a result, you often maintain your own inventory or buy locally.

Responsiveness can be viewed from a couple of perspectives: do we have the item available when you need it – Supply Materiel Availability (SMA) – and how long do we take to get it to you – Logistics Response Time (LRT). Responsiveness is one of our major customer support drivers. We constantly monitor SMA and LRT, and many of the process improvements and innovative business practices we've implemented are geared towards improving responsiveness.

We're all in the same boat – do more with less! So we're constantly evaluating our key internal processes to improve our support to you. We review not only whether these processes are working efficiently, but are they the correct processes in the first place? Can something else do the job better?

In addition to improving our traditional processes, we're constantly benchmarking both Government and Commercial best practices to determine their applicability to support our Customers. Several were highlighted to you in previous "Toolbox" issues: Metals Regional Integrated Supplier; Industrial Prime Vendor; DISC

Inventory Locator System; KC-135 Service Life Extension Program; and Electronic Catalogs, among others. We've already implemented some of these concepts, and will continue to roll out others, to include credit card and Internet ordering, Call Center improvements, and establishing Customer account representatives.

As a result of these process improvements and best practices, over the last few years we've achieved and maintained some pretty good responsiveness performance figures. Our aggregate SMA since FY91 has ranged from 87.4% to 89.1%. In light of our funding at an 85% replacement rate, that's a significant achievement. Additionally, the aggregate DISC portion of LRT is less than one day for the vast majority (over 90%) of our items (remember, many hands touch a requirement, including the Customer, the depot, and transportation).

We continue to press hard in both traditional and commercial business practices, with the sole focus of improving our support for you. These statistics will continue to improve.

I understand that buy-arounds may continue to take place as long as you have needs that we cannot fill in accordance with your delivery requirements. As a field commander, I've personally experienced the frustration when required parts weren't available. It doesn't help when your critically needed item falls outside that 89% SMA. But I ask that you work with us to see if we can fill these requirements. If you have an item(s) that needs special support, our item managers and acquisition personnel will do whatever is necessary to meet your needs.

I also ask that you double check with us to ensure accurate inventory information on your part before you go elsewhere. We have paperless ordering, direct delivery, and inventory locator vehicles in place which may have assets available for you, but which you do not have visibility into.

So...why should you come to DISC? Well, besides the fact that we're doing a pretty good job supporting our Customers, let me philosophize for a minute. It's important we understand the impact of these buy-arounds. Our Center is part of the Defense Logistics Agency, the warfighter's *Combat Support Agency*. Our mission involves providing acquisition and focused logistics support to you in both peace and war.

DoD's supply system evolved over time to catalog, inventory and distribute a wide range of material needed by both stateside and deployed units. The material we maintain ranges from the readily available commercial items to military-unique items with no other use. The process of amortizing costs allowed "the system" to use the revenue generated by the fast moving

commercial items with a steady sales base to subsidize the risk of maintaining inventory on the military-unique material we keep "just in case."

Well, as Yogi said, "the future just ain't what it used to be." I mentioned earlier our aggregate material replacement rate is 85%. In other words, every time we sell something for \$1.00, we receive 85 cents to replace that item. In our current environment, the intent behind this funding policy is to reduce our inventory. That composite rate is achieved by balancing the commercial stuff with the harder-to-buy military-unique stuff.

As more customers use credit cards to purchase locally, the system is slowly being dismantled. When a Customer buys the easy stuff on the open market, the system gets hit twice. First, the material we bought – typically at a lower price than you get locally – goes unsold. This reduces our cash flow, and increases our costs and inventory levels. Second, the buy-around denies us the money to buy the military-unique items you can't get on the open market.

Buy-arounds also deny us accurate visibility into your requirements. We base our stock levels and contract requirements in part on historical customer demands. When you bypass us, those demands are typically not captured, and stock levels and contract requirements are not adjusted accordingly. This potentially impacts our ability to respond to your requirements during contingencies, and it could also impact Industry's surge capabilities during crises.

When you deploy overseas, that credit card won't get you what you need. You'll have to rely on "the system" to secure your material. When you use us

as your supply source, you are ensuring the right stuff is where it needs to be when you need it.

So if you want to buy with a credit card, we'll take it. If you want to put in a MILSTRIP requisition, we'll take it. Buying from us ensures you'll have a partner who understands your mission readiness requirements, and stands by you in both peace and war. When the balloon goes up, *we'll be there with you* – your credit card won't.

George T. O'Neal
Col, USAF
Director, Industrial Directorate



Call Center



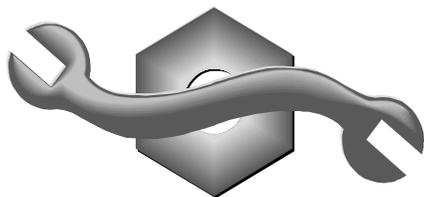
The DISC Emergency Supply Operations Center (ESOC) is currently in the process of upgrading both the hardware and software used in the Call Center to service customers. These upgrades will improve customer service when fully implemented. Full implementation is scheduled for September 1998. In addition, the Call Center will expand its operation to empower Call Center personnel with small purchase authority to procure off the shelf items to fulfill emergency requisitions on a case-by-case basis. Future expansion to allow customers to order emergency items through the Call Center using their credit cards is also being considered.

The Defense Emergency Supply Expert System (DESEX) is also undergoing hardware and software upgrades. This system handles the majority of our customers' calls. DESEX provides around the clock support for customers who want to check the status of open requisitions, check asset availability, modify existing requisitions, or place new requisitions.

Future enhancements to DESEX include voice recognition, allowing customers to verbalize their request versus touch tone entry, e-mail capability, and internet connectivity (for query only). These new features are scheduled for implementation in July 1998.

Call Center personnel are available around the clock to assist customers, however, there are different methods of placing requisitions or requesting information through automation. Customers can place orders or inquire about requisitions through DESEX, DSN 442-2336, COMM (215) 697-2336. Orders can also be placed on our web site (<http://www.disc.dla.mil>)

For more information contact Major Betty J. Yarbrough, Chief, Emergency Supply Operations Center, at DSN 442-6584.



Southeast Regional Integrated Supplier Up Date!

The Regional Integrated Supplier (RIS) program (sometimes referred to as Prime Vendor) is up and running at the pilot sites located in the Norfolk area. The Shore Intermediate Maintenance Activity (SIMA) Norfolk is on line and has processed several orders using the new customized Electronic Order Entry System. Training and implementation is under way at the Norfolk Naval Shipyard and the Fleet Industrial Supply Center (FISC). Roll out to additional Southeast Customers is also in progress.

A Bulk Metals Prime Vendor solicitation for the remaining regions of the Continental United States was issued on 6 May 1998. A Pre-Proposal Conference was held at DISC on May 27, 1998. The conference was attended by representatives from large steel service centers as well as small distributors. Personnel from major customers such as Tinker AFB and Puget Sound Naval Shipyard also attended. The acquisition plan and overview was presented along with source selection and contract requirements. Input received from conference attendees will be incorporated into an amendment which will be issued during the mid-June timeframe. This amendment will extend the closing date until mid-July.

For more information on this program, contact Neil Kovnat at DSN 442-1045, Commercial 215-697-1045 or email nkovnat@disc.dla.mil.

Acquisition Advice Code

"H"

Identifying supply availability for non-stocked items

When you're browsing our SAMMSTEL screens for supply availability and note there is no material in stock, check the Acquisition Advice Code (AAC) "H." This code plays a significant role in how DISC has reinvented its support to its customers. Items coded "H" are definitely not in stock. However, they are readily available from our vendors.

By harnessing the latest innovations in telecommunications, DISC has been able to reduce the number of items in its depots while improving on delivery timeframes. The items that are coded AAC "H" are now in stock with our vendors and deliverable directly to you. Through special contract arrangements with our suppliers, sufficient stock is maintained to meet your required delivery.

Remember, no stock-on hand does not mean no material is available. Acquisition Advice Code "H" means you can still count on receiving material within standard Uniform Material Movement and Issue Priority System (UMMIPS) timeframes or sooner.

Many of DISC's bulk metal items, Federal Supply Class 95, are currently contracted through Direct Vendor Delivery arrangements. These items are all coded AAC "H" and can be shipped within days.



We're Listening To You!

The Defense Industrial Supply Center (DISC) is supporting the Defense Logistics Agency's (DLA's) continuing effort to assess customer satisfaction. Customer Satisfaction - 100% - is one of DISC's four major corporate goals and we aim to provide your organization with the best logistics support possible in terms of goods and services.

Your response to DLA's Customer Satisfaction Survey indicate that overall you are satisfied with DISC's products and services. You feel that our employees are courteous and knowledgeable and our products meet your requirements and provide good value for their cost. However, you've also indicated areas where we need to improve.

We're taking steps to be more responsive to your requests for assistance.

- All DISC employees have been instructed to update their voice mail to include a fax number and an alternate *on-duty* point of contact.
- Implementation of a world class Call Center is ongoing. We've acquired "state of the art" teleservice technology. Call Center personnel will be empowered to resolve your problems. Our goal is first call resolution. Enhanced order taking options are also under consideration.
- Formal Customer Service Standards have been published which focus on ***Responsiveness, Communications, Quality, Affordability, and Reliability.***
- We've developed Standard Operating Procedures for customer

problem resolution that empower our employees to resolve your problems "on the spot". Again, our goal is to resolve your problem the "first" time and eliminate repeats.

We appreciate your feedback and we will continue to adjust DISC processes to better serve you.



Customer Service Standards

The vision of DISC/DLA is to be the provider of choice around the clock, around the world, in providing logistics support for all military and non-military customers during times of war and peace and to provide relief during times of national emergencies. We have four major goals:

- 1) To put customers first;
- 2) To improve the process of delivering logistics support;
- 3) To empower employees to get results;
- 4) To meet customer readiness and weapons system acquisition requirements at reduced costs. Only key to achieving these goals is to implement service standards that demonstrate our commitment to 100% customer satisfaction. To you, our customer, we pledge the following:

Responsiveness:

- Intensively manage heightened requirements

- Reduce Logistics Response Time by instituting new relationships using third party integrators, streamlining processes, increasing use of communication and offering premium transportation
- Assign case managers to customer segments who apply innovative logistics solutions to customer requirements
- Process and distribute logistics data in accordance with your needs
- Tailor our services to meet your needs

Communication

- Communicate with you clearly, accurately and timely
- Minimize the number of times you are transferred within DISC
- Communicate in a variety of forums to make it easier to reach us
- Train our people to provide timely and correct answers to your inquiries
- Instill customer service values in our employees
- Be accessible around the clock, around the world
- Seek feedback through electronic feedback questionnaires, Internet access, comment cards and customer meetings

Quality

- Actively strive to do business with responsible vendors to assure that customers only receive quality products
- Maintain a top quality product test program to further ensure that only material that meets or exceeds technical requirements is issued to customers
- Integrate feedback and other customer contact information into our processes and products

Affordability - Streamline processes to include:

- Reduce inventory investments

- Increase our use of innovative relationships and long term contracts utilizing Electronic Commerce
- Leverage buying power to obtain the best price
- Utilize benchmark data gleaned from the best-in-class companies in industry throughout the world
- Conduct market basket comparisons
- Continually pursue initiatives that will lower the cost of doing business

Reliability

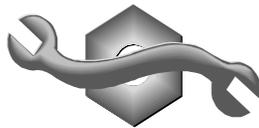
- Call you back when we say we will
- provide the right item at the right time, in the right place
- Work towards consistent levels of service across DISC
- Utilize business metrics to ensure we're offering the best in quality, timeliness, cost and ease of doing business



Industrial Commodities Realigned

In a move to increase the overall effectiveness of the center, DISC recently transferred several commodity stock classes to the Industrial Directorate. FSC's 5360 (Springs) and 5365 (Spacers and Shims), are now managed in Customer Business Unit Y. Similarly, the Customer Business Unit managing FSC's 5330 (Packing and Gasket Materials) and 5331 (O-Rings) was also shifted to the Industrial Office. As a result, all of our Industrial commodities now fall under one office. These moves, while transparent to you, enable our commodity managers to operate more efficiently. With all of our Industrial items under one office, we can more easily monitor demand activity on

certain service items. It also allows us to group like items, allowing us to achieve economies of scale in areas such as technical and engineering support. This move will help us improve our overall efficiency, thereby enhancing our ability to serve you in the most expeditious means possible.



Programs Highlighted at DLA EXPO

DISC's Metals and Metal Products Group and Advanced Business Practices Team were on hand as exhibitors at the DLA EXPO at the Norfolk Waterside Marriott, May 27-28, 1998. Colonel George O'Neal, USAF, DISC's Industrial Director, presented his briefing, "Acquisition Initiatives in the Defense Industrial Supply Center," three times during the conference, focusing on DISC's new Metals Regional Integrated Supplier (RIS) and Industrial Prime Vendor (IPV) programs.

Interstate Steel Supply Company (ISS) of Philadelphia is serving as the metals supply chain integrator for the Southeast Region of the United States. The RIS program, which has already been implemented at Shore Intermediate Maintenance Facility (SIMA) Norfolk, Fleet Industrial Support Center (FISC)-Norfolk and the Norfolk Naval Shipyard is now available to our DoD and Federal customers in Virginia, North Carolina, South Carolina, Georgia, Alabama, Tennessee, Mississippi and Florida. The program provides customers a comprehensive selection of carbon steel, stainless steel, aluminum, nickel, copper, brass, titanium and other industrial metals in a variety of shapes and forms.

Program features include: routine 72 hour delivery, MILSTRIP or credit card payment, quantity breaks, discounts and related services such as cutting, shearing, sawing, scrap removal and technical support. Representatives from ISS were in attendance to present a demonstration of their web-based electronic order entry system for interested customers.

The Advanced Business Practices Division's IPV program ensures readiness for our customers while simplifying their ordering system. This initiative encompasses a wide array of commercial items such as: O-rings, bolts, nuts, screws, washers, couplings, rivets and sealant. Integrators perform an entire spectrum of support functions, including: forecasting, engineering and technical services, configuration management and maintaining accurate parts usage data.

EXPO attendees represented the Military Services, Reserve Units, Foreign Embassies, Government Agencies and Industry. Customers visiting the Metals booth were able to sign-up for the RIS program or sign-up for a copy of the soon-to-be-published Metals Catalog, which features 14,000 National Stock Numbers, divided into Ferrous, Non-ferrous and Precious Metals with instructions for ordering from our depot inventory or directly from our qualified vendors via Direct Vendor Delivery. Customers who visited the Advanced Business Practices booth were able to request an updated DISC Customer Desk Reference Guide, a great reference source for points of contact at DISC, currently managed stock classes, DLA Service Reps and how DISC is currently structured as an organization.

For more information about the Metals Regional Integrated Supplier program contact Tom Cavanagh at (215) 697-6245 (DSN 442-6245). For information pertaining to the Industrial Directorate or for a brochure on the Industrial Prime Vendor program contact Chet Heller at (215) 697-9080 or (DSN 442-9080).

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? For example:

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.)

These are just a few of the assortment packages that are available. You can view additional assortment items at our website, <http://www.disc.dla.mil/cbu/n>.

If you need additional information, please contact Richard Hartzell, at DSN 442-6305, Commercial (215) 697-6305 or email, rhartzell@disc.dla.mil.

FASTENERS ON SALE NOW!!!

Now is a great time to “stock up” on selected fasteners!. The Defense Industrial Supply Center is pleased to announce a 50% reduction in the standard unit price for selected fasteners. This sale which includes selected screws, bolts, and studs, will run from July through December 1998. All you have to do is simply submit your requisition through normal channels, i.e., MILSTRIP/FEDSTRIP. To view the sale items visit, <http://www.disc.dla.mil/cbu/n>

If you would like additional information on the applicable fasteners or if you have any questions/comments about the sale, please contact the Item Manager, Robin Kirkland-Gonzales, at DSN 442-0956, Commercial (215) 697-0956, Fax DSN 442-3636, or email rkgonzales@disc.dla.mil.



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 www.disc.dla.mil. See below for a listing of some of our current catalogs and instructions to request your free copy.



FLAT WASHERS

DISC-J, one of our fastener commodity business units, 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.

Please contact James McMullen at DSN 442-0502, or you may fax him at DSN 442- 3648.

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 copy and to add yourself to our mailing list, call DSN 442-3791 or fax your request to DSN 442-0909; or email to eadamchick@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 copy and to add yourself to our mailing list, call DSN 442-3791 or fax your request to DSN 442-0909; or email to eadamchick@disc.dla.mil

Metals & Metal Products

For a complete listing of all our items in FSCs 95 and 96, you can request our new and improved catalog by calling Maureen Atwell at DSN 442-1046, Commercial (215) 697-1046 or email her at bulkmetals @disc.dla.mil



Here's What's New on The Requisition Website!

Development efforts have been continuing on the DLA Requisition Status/NSN Data Query Web Site (<http://dscp130.disc.dla.mil/dlahq>).

As was mentioned in our previous "Toolbox", everything you need to know about the management of a particular item is available at this website. New ICP data is being brought on line. This data is available 24 hours a day, 7 days a week, from anywhere in the world. All you need is Internet access and a web browser.

Additionally, we've added a direct link to the Distribution Standard System (DSS) Requisition Tracking System (<http://mrostatus.dla.mil>). This link provides requisition shipping status data from the depot. If your material was shipped via Federal Express, the DSS site provides a direct link to the FEDEX tracking site (<http://www.fedex.com>). Two mouse clicks will take you from your requisition status to when and where the material was delivered and who signed for the package--without ever having to re-key your document number.

Future developments include securing the site using the DLA Logistics Information Network (LINK) database. The site will be open to users who have registered with LINK (<http://www.link.dla.mil>). This will provide site security and users will only have to register once rather than at multiple sites.

Your questions, comments and suggestions are encouraged. Please send them to, spielocik@disc.dla.mil.

DLA Customer Support Representatives Update

Since our last Toolbox publication additional DLA Representative positions have been filled. For your convenience, they are listed below:

U.S. Army Aviation and Missile
Command
Redstone Arsenal, AL

William Rechiene
DSN 788-6403
(205) 842-6403
william_rechiene@hq.dla.mil

Naval Aviation Depot
North Island, CA
Ricardo Gallardo
DSN 526-9859
COMM (619) 556-9859
ricardo_gallardo@dmcsd.dbof.dla.mil

Naval Aviation Depot
Cherry Point, NC
Gaynelle Wakely
DSN 451-9671
COMM: (919) 464-9671
wakely_g@dms1.nadepcp.navy.mil

Army Communications and Electronics
Command
Fort Monmouth, NJ
Jim Sabin
DSN 992-1391
COMM: (908) 532-1391
sabin@doim6.monmouth.army

Naval Inventory Control Point
Philadelphia, PA
Richard Buckman
DSN 442-5278
COMM (215) 697-5278
richard_buckman@icpphil.navy.mil

Naval Inventory Control Point
Philadelphia, PA
David Grimm
DSN: 442-4797
COMM: (215) 697-4797
david_grimm@hq.dla.mil

Army Depot
Tobyhanna, PA
Dave MacDaniel
DSN 795-7185
COMM: (717) 267-5192
dmacdani@toby-emh3.army.mil

Fort Hood, TX
Herman Ellithorp
DSN 738-0594
COMM: (254) 288-0594
ellithorp@hood.emh3.army.mil

Army Depot
Red River, TX
Carolyn Blackburn
DSN: 829-3800
COMM: (903) 334-3800
cblackbu@rrad06.army.mil

For a complete listing of the DLA Representatives located worldwide, please refer to the DLA website, <http://www.supply.dla.mil/cahrep1.htm>



At DISC/DSCP Customer support is provided world wide. This service is divided into three separate functional segments; land, sea and air. Each group will assist your activity according to your functional needs. If, for instance, you are calling from a Naval facility but are working on naval aircraft, your point of contact would be the air team. Listed below are points of contact for each team.

For **Emergency** calls on high priority requisitions, contact Major Betty Yarbrough, USA, at DSN 442-6584, COMM (215) 697-6584 or email esoc@disc.dla.mil

**DISC - AC
INDUSTRIAL
CUSTOMER SUPPORT**

Tony Cosenza, Chief, Customer Support, x4587

LtCol Myron Hampton, Chief, Readiness Officer, x4509

Air Team: DISC-ACA

LtCol Sheila Michalke, x9240
MAJ Keith Greene, x0362
Michael Garfield, x0645
TSgt Pam Berie, x0248
John Guy, x6913
Genny Popson, x0210
Lisa Houston, x9210
Bea Ross, x3501
Phyllis Washington (FMS), x9262
Tammy Worsley, x9241
Pat D'Amico, x3671
Joan Stott, x3698
Donald Smallwood, x0361

Land Team: DISC-ACL

LTC Paul Diamonti, x0260
Ed Dixon, x6973
Mike Mazzarella, x0252
Margaret Marlette, x2266

Sea Team: DISC-ACS

Dorothy Abrams, x0251
Ave Gracey, x3051
Art Dawe (FMS), x3911
MaryEllen Long, x9259
Dan Moody, x3005

AMC Representative

Debbie Chase, x9274

**Visit DISC's
Home Page**

The DISC Home page located at <http://www.disc.dla.mil/dischome.htm> lists all the information you'll need about our products and services. It includes the mission and structure of the organization as well as points of contact and ordering information. There you can identify all of our commodities and find answers to specific questions. You will also find information regarding Federal Supply Class transfers and other DLA web servers.



The Toolbox

Published quarterly by the Industrial Business Office, Defense Industrial Supply Center.

Articles are written to provide customers with useful information about DISC products and services.

We encourage letters, feedback and questions from our readers.

Questions or requests for additional copies, contact Pat Skowyra at DSN 442-6126, Commercial (215) 697-6126, or email to pskowyra@disc.dla.mil.

DISC Exchanges

Commercial Phone Line: (215) 697-xxxx
Military Phone Line: DSN 442-xxxx

Did you miss/misplace past issues of the Toolbox? We post back issues on our website. Visit <http://www.disc.dla.mil/industrial>



This Page Intentionally Left Blank