



General Store

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



DEFENSE LOGISTICS AGENCY



In this Issue	
Space Heaters Available for Tents, Barracks, and Shelters	1
Wood Products PV Expands in the South	1
"Director's Corner"	2
Metals and Metal Products Prime Vendor Awarded for Hawaii/ Guam	3
Fire Fighting, Safety, Search & Rescue Infomercial	3
"The Back Porch"	4
www.dscp.dla.mil/gi/	

Cold Enough for Ya?

The **Defense Supply Center Philadelphia (DSCP) General and Industrial Directorate** has space heaters available for your tent, barracks or shelter. They are part of the Family of Space Heaters (FOSH) that have been tested by Natick Laboratories. Tailored Logistic Support Packages have been developed to support this program which includes the following heaters:

NSN 4520-01-478-9207: Space Heater Small (SHS). A small lightweight quickly deployable heater for small shelters of five or fewer soldiers.

NSN 4520-01-329-3451 (Liquid fuel) or **NSN 4520-01-354-1191** (Solid fuel): Space Heater Medium (SHM) or H-45 Heater. All general-purpose tentage (small, medium and large) and temper tents.

NSN 4520-01-444-2375: Space Heater Arctic (SHA). Designed to provide heat for the ten man Arctic tent.

(Continued on page 3)



Southern Exposure

Wood Products Prime Vendor

The Defense Supply Center Philadelphia (DSCP) General and Industrial Directorate recently awarded two prime vendor contracts for wood products for our customers in the Southeast-

ern United States. Southeast/Zone 1 was awarded to East Coast Lumber Company and covers all activities in Alabama, Georgia and Florida. Implementation sites in this region include the Naval Submarine Base in Kings Bay, Ga. and Talladega Federal Prison in Ala. Zone 2 of the Southeast region was awarded to Buie Forest Products and pro-

vides coverage for activities in North Carolina, South Carolina and Tennessee. Initial implementation activities in Zone 2 include Fort Bragg and Camp Lejeune, N.C.

Along with these two new awards, our Wood Products Prime Vendor coverage now includes:



(Continued on page 2)

Director's Corner



By Philip M. Liller
Colonel, USAF
Director,
General & Industrial
Directorate

Note: The following article will also appear in the 2000 DSCP Annual Report.

In Year 2000 the General & Industrial Directorate (G & I) has sharpened its focus on Customer service and on reducing our weapons system backorders. We are determined to provide our military customers with fast, reliable support, at the right price. Our customers have clearly challenged us to have a better knowledge and understanding of their needs, as well as providing more responsive support to the Services and the CINCs.

Our efforts to partner with industry to

provide better customer support were recognized when the G & I Maintenance, Repair and Operations (MRO) Team, our trailblazer for prime vendor initiatives, received Vice President Gore's Hammer Award in mid-year 2000. The award praised their efforts to improve the procurement process by instituting an integrated supply partnership with the building industry suppliers. What the MRO Team began, other G & I Customer Business Units continued in Year 2000 in behalf of their own customer segment's commodity needs -- the aim: to provide benefits that include lower overall costs through reductions in infrastructure processes and inventories,

and to provide surge capabilities in times of natural disasters, relief efforts, and troop deployments.

As our systems become more automated and integrated, connecting us to customers and industry worldwide, we have not forgotten there is no substitute for personal contact. To this end, G&I assumes a forward presence worldwide; maintaining frequent contact with our military customers -- on their own turf. A Class IX weapons system effort supporting Europe and the Pacific arenas, place G & I personnel on-site for rotational assignments. Customers benefit from having an on-site Customer Liaison Specialist trained

in problem solving, knowledgeable of our systems, and able to resolve most issues expeditiously. The hands-on experience improves our customer relations and offers a unique view of the challenges faced by our customers: a win-win situation for all parties.

As the 21st Century unfolds the General & Industrial Directorate is on-track to achieve the customer support goals outlined by DLA. We will continue to seek the best logistics value to support the warfighter and to insure that we are ready with world class logistics solutions for any contingency or wartime operation.



(Continued from page 1)

- Mid-Atlantic/Zone 1
(Va., Washington, D.C., S. Md.)
- Mid-Atlantic/Zone 2
(Pa., N.J., Del., W. Va., N. Md.)
- Midwest
(N.D., S.D., Neb., Kan., Minn., Mich., Mo., Wis., Ill., Ind., Ky.)
- Southwest
(S. Calif., Nev., Ariz., N.M., Utah, Colo., Fort Bliss)
- Hawaii
- Japan/Okinawa
- Korea

Contract coverage for the Gulf, Northeast, Northwest, and Alaska will be awarded within the next sixty days.

Under the Wood Products Prime Vendor program, customers have access to a full range of wood products. Within the continental United States, prime vendors provide seven-day routine, three-day urgent, and 24-hour emergency delivery for most items. Customers can order via phone, fax, email, credit card, MILSTRIP, or the Prime Vendor's web-based order entry system. Other key aspects of the program include enhanced customer support, competitive pricing and surge coverage.

If you would like more information or are interested in participating in any one of these prime vendor arrangements, contact Tom Grace, Wood Products Program Manager, at DSN 444-7164, Commercial (215) 737-7164, or via Email at: tgrace@dscp.dla.mil.



(Continued from page 1)

NSN 4520-01-431-8927:

Space Heater Convective (SHC). Modular command post system tent and other tents housing expensive electronic equipment. (will be available fall 2001)

Also available is the Thermoelectric Fan (TEF) which can operate on any flat surface heater with a surface temperature ranging from 500 to 700 degrees Fahrenheit.

NSN 4520-01-457-2790:

The TEF significantly increases the comfort level in a heated room, tent or barracks. It does this by moving the heated air to the bottom and corners, providing more even heat distribution throughout the entire shelter. It creates its own power by converting a small amount of heat from the space heater into electricity. This power drives the motor and turns the fan. No external power source is needed. The increased

comfort allows the occupants to significantly reduce the fuel valve setting, thereby saving substantial amounts of fuel. According to the Army's estimates, one TEF saves anywhere between \$400 and \$1400 per year (depending on the usage). **The TEF pays for itself in one year.**

For additional information, contact Dan Dilossi at (215) 737-8249, DSN 444-8249 or by Email: ddilossi@dscp.dla.mil.



CUSTOMERS IN HAWAII/GUAM CAN NOW SAVE TIME, MONEY AND SPACE ON METALS AND METAL PRODUCTS



In addition to the entire continental United States, our military and non-military customers in Hawaii and Guam can now utilize the Defense Supply Center Philadelphia's (DSCP's) Metals and Metal Products Prime Vendor program.

The Hawaii/Guam region prime vendor contract was awarded on November 6, 2000 with implementation to begin in January 2001. This

award represents our first metals prime vendor contract outside the continental United States.

Using the Internet from their desk computers, buyers and planners can order metals and metal products and specify when and where the material should be delivered. The easy-to-use electronic ordering system allows users the opportunity to view volume discounts, delivery times,

and other special services that are available. Some special services include cutting metals to desired lengths and scrap/salvage removal.

Bill Austin, a division chief in DSCP's Metals Group said, "We are currently conducting market analysis to determine program feasibility in Europe and Japan."

If you are anxious to reduce your in-house efforts and expenditures and

would like to take advantage of this money-saving program, give Austin a call. A customer liaison specialist (CLS) will contact you or even visit your activity. Once you have signed on to the program, this CLS will be your own personal program contact. Contact Austin at DSN 444-9157, Commercial (215) 737-9157, or via Email at waustin@dscp.dla.mil.

Lights, Camera, Action . . .

The Defense Supply Center Philadelphia General and Industrial Directorate recently tried a new approach to marketing its' Fire Fighting, Safety, Search & Rescue Prime Vendor (PV) program – INFOMERCIALS.

During the Fire-Rescue International Conference 2000, which was held on August 25-28 in Dallas, Tex., our Fire Fighting PV infomercials were shown every hour, around the clock, at each of the eight hotels involved in the conference, on shuttle buses between the hotels and the Convention Center, and at the Dallas Convention Center. The conference and

infomercial audience consisted of worldwide civilian and military fire chiefs, fire marshals, fire emergency service personnel, fire and crash rescue officers, and manufacturers, dealers, and vendors demonstrating new equipment. As a result of the infomercial exposure, the Fire Fighting team is following up on new leads and points of contact for the ongoing expansion of this PV program.

Under this program, our Prime Vendors offer one stop shopping on a full range of fire fighting, safety, search and rescue, environmental, emergency, and incidental equipment and services to military fire fighting

communities throughout the continental United States, Panama, Guantanamo Bay, Puerto Rico, Alaska, Hawaii, Guam, and the Midway Islands. The PV program is also available to non-Department of Defense federally funded organizations.

If you are already a customer or are interested in becoming one, the Fire Fighting Team welcomes your comments and/or inquiries. Contact Shirley Jones, the Fire Fighting Program Manager, at DSN 444-4421, Com (215) 737-4421, via Email at: sbjones@dscp.dla.mil or visit or Web site: <http://www.dscp.dla.mil/gi/general/fire.htm>



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

Webster's dictionary offers one definition of *millennium* as "a period of great happiness or human perfection." I find this in tune with my own thoughts as the General & Industrial (G & I) Directorate plans for the 21st century. We are "perfecting" our supply chain processes. We are "perfecting" the human element -- by far the most difficult of all -- within these processes. Mostly the difficulty involves the "perfection" of our communication, one to another, in the old fashioned way: someone speaks and/

or writes, someone hears and/or reads it, and, *hopefully*, both have the **same understanding** of the message.

By strengthening our contact with dedicated DSCP logistics supporters already positioned alongside theater war fighters, and building on their knowledge of country-unique issues, we envision an integrated order delivery system -- a "perfected" supply chain -- without peer. We are making use of every avenue available to communicate with you, our military customers worldwide. Our primary method of receiving communication is through our customer feedback instruments. This tool is used to determine your concerns

and ensure that we are satisfying your needs. We are preparing for our next feedback instruments to be sent in January 2001. We continually review the questions to ensure that they measure what is important to you, our customers. You speak and we listen, as G & I Customer Representatives meet with you in CONUS or OCONUS, either in person or via phone, fax, or e-mail.

In our last issue of *The General Store*, I spoke of the People Power we are building. We want to be sure that we **understand** your messages, as **you intend** them. I have written to you from my "back porch" here in Philadelphia many times in the last several years to reassure

you of our intention to serve your needs, efficiently and effectively. We are "perfecting" our workforce to accomplish this -- upgrading skills in general business areas, technical knowledge of our supply systems, both legacy and modernized, and those special *human* skills required to communicate effectively and efficiently. We want you to use our feedback tool and we need to know it's working. If you have any comments, please Email us at svtrk01@dscp.dla.mil.

I foresee a bright future for DSCP and the G& I Directorate -- a millennium when all our hard work will come to fruition.



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 :
dcelli@dscp.dla.mil

General & Industrial Conference Attendance Schedule

Expo/Conference	Date
Diving Equipment Manufacturers Association Show 2001, New Orleans, LA	24-27 Jan 01
NGB Contracting Training Conference San Antonio, TX	12-16 Feb 01
Marine South 2001 Camp Lejeune, NC	18-19 Apr 01
27 th Annual Environmental Symposium Orlando, FL	23-26 Apr 01
DOE Energy 2001 Kansas City, MO	3-6 Jun 01

For more information on these conferences contact:

Venard Cabbler (215) 737-9050, DSN 444-9050, Email vcabbler@dscp.dla.mil

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