SUBSISTENCE CUSTOMER CONFERENCE & FOOD SHOW 2003

Rescheduled until:

October 7-8, 2003

Call (215) 737-5300

for more information.

the Menu

The Official Magazine of the DSCP Directorate of Subsistence

Summer 2003

Ready, Willing and Able!

Operation Iraqi Freedom

Prime Vendor to the Battlefield

Produce Promotions — Regionals, Nationals, Zones & Markets

NEW EMAIL ADDRESS FOR DSCP

In compliance with DLA Directives, DSCP has changed the e-mail addresses of all employees.

The new format is: **FirstName.LastName@dla.mil**

In the event of duplicate first and last names, the middle initial should be used to distinguish the users as follows:

FirstName.MiddleInitial.LastName@dla.mil

Sample: Terry.Reynolds@dla.mil

Visit our web page at http://www.dscp.dla.mil/subs

Due to world events, the Worldwide Subsistence Customer Conference and Food Show 2003 has been rescheduled.

The new dates are

October 7 - 8, 2003

at the Atlantic City Convention Center.

We will continue to use the Sheraton, Trump Plaza and Tropicana hotels for our sleeping room accommodations.

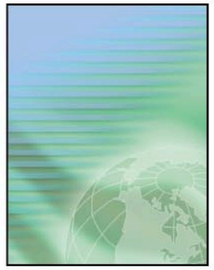
ACES will hold their food service meetings on

October 7 - 8, 2003

Information will be mailed to our customers to inform them of these new dates in the very near future.

In the meantime, pass the word!!

POC is Flossie Weller at Comm 215-737-5300
DSN 444-5300



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To Our Valued Customers & Business Partners,

All of our DSCP Subsistence employees have been proud to serve and support our U.S. Military over the past many months especially in contingency operations overseas. We will also work just as hard over the next many months in support of America's warfighters, while also continuing to push to enhance support and services to the Defense Commissary Agency, USDA and schools, and other DoD and non-DoD customers. The partnerships we have developed and want to further cultivate with our customers, our vendor network, and business partners assist in hopefully making all of us a very successful worldwide food team.

I hope you will find the articles enclosed interesting and informative, as we want to again share with you some of the happenings and initiatives currently working in the Subsistence Directorate along with highlights on some of our employees. Since this is the summer edition of our magazine, all of us at DSCP hope each of you enjoys a safe and healthy summer with some quality vacation time included. Thanks again so much for your support over the years, let's keep working together, and we will talk to you soon!

Paul E. Amato

Deputy, Subsistence

the Menu

Summer 2003

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SUBSISTENCE EMPLOYEES RECEIVE USDA AWARD

By Gina Vasquez

On July 18, 2002 in Washington, DC, the U.S. Department of Agriculture was honored by Agriculture Secretary Ann M. Veneman for exemplary service and achievements in the 56th USDA Honor Awards Ceremony.

The Honor Awards is a prestigious award by the USDA, giving well-deserved recognition to outstanding work by federal employees. An award was given to two employees from the Defense Supply Center Philadelphia, Gina Vasquez and Sartre Woltjen, for developing a commercial ordering and delivery system to provide nutritious foods more efficiently and with better customer service, to participants in the Food Distribution Program on Indian Reservations. Gina and Sartre worked in a team along with three other USDA Food and Nutrition Service employees, David Seger, Joseph Templin, and Deirdre Purefoy.

Gina and Sartre had the opportunity to begin a DSCP Prime Vendor partnership with the U.S. Department of Agriculture Food and Nutrition Service Team (FNS) to support 23 Native American Indian Tribes Organizations (ITOs) located in the Mid-West under the Subsistence Prime Vendor Program. The Prime Vendor Program has made it possible for the ITOs to receive fresher products and provides greater access to branded products. Working together, DSCP and the USDA are able to touch the lives of many Native American Indians.

During the awards presentation, Secretary Veneman said the most important qualities of these awards are that they recognize "teamwork." She stressed that this is something so very important to our collective success. Teamwork is what has made this venture a successful one. Summing up her speech, Secretary Veneman quoted artist, Vincent Van Gogh, saying he described teamwork well when he said, "Great things are done by a series of small things brought together."

PRODUCE PROMOTIONS — REGIONALS, NATIONALS, ZONES, AND MARKETS

By Pat Scott

Good Morning Commissary Shopper! Are you ready to fill your cart with the freshest high quality fresh fruits and vegetables that you can find, and hot prices that will beat what is offered outside the gate? Then you have come to the right place, because your Defense Commissary Agency Eastern Region (DeCA) and local DSCP Produce Buying Office teamed up to bring you a years' worth of produce promotions.

We have Regionals, we have Nationals, we have Zones and Market Promotions too. You can be sure that our Produce Specialists are working hard to bring the freshest and the best to the table. Here's what you can expect today...

If you were in a DeCA commissary, you may hear an in-store announcement just like that written above. The DSCP Produce Business Unit and DeCA Eastern Region are serious about expanding a Produce Promotion program that has already resulted in over 10 million pounds of various fruits and vegetables specially promoted in the east coast stores. The specials go by different names, but one thing is in common, the produce item is the highest quality and best price that can beat the competition outside the gate. DSCP and DeCA work closely to select the items and times of the year they are offered. These specials greet the commissary shopper every week, and go by various names, such as Regional specials, Zone Manager specials, Market specials, and National Association promotions.

Different Names for Changing Impact

The premise for the Regional Special is that one item is featured at the front of the produce department in every commissary from Bangor, Maine, to Key West, Florida, that is, in every store in the DeCA Eastern Region. The Regional Specials are offered two times a month. Zone Manager Specials are offered in the off-weeks or when a great deal is offered to our buyers at a great price. These specials may be more localized based on the availability of the item and location of the stores. Market Specials are identified from our Defense Subsistence Office (DSO) and/or Produce Buying Office (PBO), and will only be offered to the stores supported from those offices. National Association Specials are coordinated from the Produce Business Unit in Philadelphia, and involve national pricing and national distribution. These National specials also usually entail display contests and prizes for stores in each region. The entire produce network is wired to find and procure the best in crop availability and salability.

People Are The Key

The success of the Regional and Zone Manager programs is in large part due to the hard work of the Produce Field Buying team located in Wicomico, VA, and Orlando, FL, with assistance from the west coast field buying team. These Buyers have so firmly established themselves, our standards, and our national buying power in the produce industry that producers and suppliers reach out to our Buyers first when they are making deals and planning their distribution. Our Buyers hear from a lot of suppliers, but only the best will get to be a part of the program which entails deliveries into our four consolidation facilities in Tidewater, VA, Jessup, MD, Birmingham, AL, and Jacksonville, FL, as well as direct to all commissaries supported by the Philadelphia and New England Buying Offices. Pre-orders from the stores help take the guesswork out of the requirements and many times we have seen the stores have a run on the specials and wish they had ordered more.

The Celery Stalks at Midnight

What are these specials? Well, how about Plum-a-Rama, Potato Lover's, Wonderful World of Pears, Grape Festival, StopLight Peppers, and Spring Veggies, to name a few. These promotions take teamwork to the next level, as a lot of excitement and creativity goes into making beautiful displays in the produce departments, including the buyers, produce managers, and the market Merchandisers who work with both DSCP and DeCA on a daily basis, while keeping an eye on market trends and patron satisfaction.

Ken Wilmoth, Produce Field Office, Wicomico, VA, recalls that "when I was a street buyer, I would see great deals offered on the local markets. I would then go out to our guys in the field and see what they could do for me on the same items. As time went on, I changed positions, and found myself working with a broader group of customers, and by that time the offers from produce suppliers were being made to me. This program got easier with the support of Ms. Bonnie Kanitz who was then one of the DeCA Zone Managers and is now Director of the DeCA European Region who fully promoted the program in her stores. With the speed of emails, the coordination got easier even as the program was getting bigger. Specials this year are expected to exceed 4 million dollars."

Quality and Innovation

The whole "team" recently converged at the DeCA region headquarters in Virginia Beach, VA to select items for calendar year 2003 as well as critique the 2002 promotions. The program has been a great success. This year we are testing the concept of produce advertising in the base newspaper on 21 bases, with the hopes it will bring in the regular and marginal shoppers back to the commissary. Considering that Mother Nature plays a very large part in availability and quality of the extremely sensitive produce commodities, our challenges are even more poignant.

DSCP Field Buyers, the DSOs / PBOs, and the DeCA Eastern Region, Zone Managers, Store Directors and Produce Managers are communicating and coordinating with one another to bring the best and freshest produce items into the commissary produce departments. By whatever name they are called, the produce specials are intended to have eye-appeal and increase impulse buying, while supporting healthier eating. We are looking forward to an even more successful year of Produce Promotions!

Food & Drug Administration Food Labeling Session

By Denise Esposito

Did you ever notice a food label on a particular product and have no idea what it represents?

Seafood, Poultry, Produce, and Dairy; what an education the subsistence workforce received on food labeling during an empowerment training session.

On September 18, 2002, representatives from the U.S. Department of Agriculture, U.S. Food and Drug Administration, and National Oceanic and Atmospheric Administration (NOAA) conducted presentations on basic food label terminology and effects of various terms contained on labels on poultry, seafood, fruits, vegetables, and dairy products.

Brian Lynch, a representative from National Oceanic and Atmospheric Administration (NOAA) began the training session with his presentation on seafood labeling. Bryan did a great job explaining the important labels that are located on the shipping boxes of certain species of fish to include tuna fish, scallops, salmon and much more. He mentioned everything from Brand Name products, Net Weight, Ingredients and so on. Bryan was able to keep everyone interested especially when he put a little humor into his presentation. He asked the audience, "What is Scrod?" Mostly everyone thought that scrod is a species of fish. The answer to his question was scrod means "size." Mr. Lynch stated, "Scrod is not a species of fish. It is one of the most misused names in marketing and nomenclature of seafood. It's used to designate the size of a particular species of ground fish such as Cod, Haddock, Whiting, and Pollack." You learn something new everyday.

Chuck Johnson, a representative for Poultry labeling, Mike Blazejak, a representative for Fresh Fruits and Vegetables labeling, and Noreen Ratzlaff, a representative for Dairy Products did an excellent job explaining the labels on their particular products.

Noreen brought out another good point to the workforce. She spoke enthusiastically about the differences between pasteurized process cheeses opposed to pasteurized processed product cheese. Noreen quoted, "Pasteurized process cheese is real cheese because you will notice on the label the first ingredient is cheese. If you do not notice the word cheese in the ingredient label then you will know that the product is not real cheese."

The last speaker of the day was Dean Kastner. Mr. Kastner wrapped up the training session with his explanation on The Food and Drug Administration (FDA) responsibilities. He assured the subsistence employees that foods sold in the United States are safe, wholesome and properly labeled. This applies to both imported and domestic foods. Mr. Kastner was very thorough with sharing his studies on the proper regulations to be used on all food products.

If you attended the food labeling session I'm sure you now have a better understanding of the different meanings on a particular food label.

As employees of subsistence the food labeling session was definitely a relative and significant important training sessions offered. The presentations were very well received and we thank all of the food-labeling representatives for such an outstanding empowerment training session!

Introducing: Gerry Cromley

New Chief, Subsistence Support Office

By Patricia A. Romeo

The Directorate of Subsistence is pleased to Welcome Mrs. Gerry Cromley to the Subsistence family. In September 2002, Gerry was selected to succeed retiring Mr. Robert Shipley, PhD. as Chief of the Subsistence Business Office, now known as the Subsistence Support Office. Gerry joins Subsistence and brings with her a wealth of knowledge in systems, finance, and research that are integral to the Subsistence organization.

Starting her career as summer hire, Gerry has 22 years experience at DSCP/DPSC. She has obtained both a bachelors degree in Math, and a Master of Business Administration degree in Finance from LaSalle University in Philadelphia, PA. For the majority of her career Gerry has worked in the Operations Research Office as an Operations Research Analyst.

Having Gerry on board will truly be a great asset for Subsistence. During her career in Operations Research, she has worked many projects in support of Subsistence business efforts. These include the development of the Basic Daily Food Allowance (BDFA) Report, and The General Market Basket Index. The BDFA report provides the services with the prices of commonly ordered items by contract. This aids the services in budgeting the daily food allowance for each service member. The General Market Basket Index is a comparison of the Producer Price Index with the Prime Vendor Program. This index is used to monitor the reasonableness of price changes for prime vendor products. Gerry has also provided Subsistence with economic analysis for various Subsistence endeavors, including most recently prime vendor support to Japan.

Since joining Subsistence, Gerry has taken on many new challenges. She serves as the Subsistence point of contact for the Defense Logistics Agency's Business Systems Modernization (BSM) Project. Any requests for information or resources in support of BSM go through her. She also works hand in hand with the DSCP Operations Directorate to manage Subsistence systems development. This includes serving as Program Manager for the Common Food Management System, an effort to standardize food management procedures and systems throughout DoD.

We in Subsistence are thrilled to have Gerry join our team. The experience and expertise she brings with her will prove to be invaluable as the Directorate continues to break new ground and explore new endeavors. Welcome Gerry, Subsistence is glad to have you on board!

Gerry Cromley

The Volunteer Work of Subsistence Employees

By Terry Reynolds and Janet Noe Staley

President Bush urged Americans to become involved in their communities and volunteer their time and expertise. In the spirit, President Bush created the USA Freedom Corps to engage Americans in volunteer services to create a culture of service, citizenship, and responsibility in America's communities. At the same time, he called on all Americans to dedicate at least two years of their lives – the equivalent of 4,000 hours – in service to their communities, the United States of America and the world. Some of the employees from Subsistence accepted the challenge from the President; others have been serving as volunteers for many years.

Ms. Juliet Keating-Elmore from Food Services has been performing volunteer services for a long time. While living in Philadelphia in 1980, Ms. Keating-Elmore worked with Habitat for Humanity, and donated property to the homeless and single mothers. Her volunteer work extended to overseas and third world countries. In 1998, Ms. Keating-Elmore became a member of PUSH (Pray Until Something Happens.) In Camden, New Jersey, PUSH aids young women who are single mothers and economically deprived. Juliet assists young people in need of spiritual guidance and works with women in shelters. She accomplishes this by teaching Arts and Crafts, hosting birthday parties, and making up gift baskets for needy people. In 1999, Juliet became Block Captain of her neighborhood in Erial, NJ. After September 11, 2001, Juliet found time to expand her volunteerism to her co-workers at DSCP. She teaches Always Say A Prayer (ASAP), a Bible study class on the building blocks of prayer. Juliet's goal is to reach one heart at a time. Juliet's volunteer work paid off, as she recently received a partial scholarship for 2002-2003 in an accredited Christian counseling continuing education program.

Ms. Janine Samoni, also from Food Services, is another active volunteer. Janine once served as a volunteer at the MRI Department at Graduate Hospital in Philadelphia. She donated her time and performed record keeping duties as well as conducting orientations for incoming patients. She currently is a member of the Parent and Teacher Association (PTA) for the Evans School in Marlton, NJ.

Other volunteers from Food Services are Mr. Al Harris, Ms. Pat Amendolia, Ms. Susan Budman, and Ms. Linda Emmertz. Mr. Harris is an active member of the Veterans Administration, Blacks in Government, and Kappa Alpha Psi Fraternity Inc. of the Philadelphia Alumni Chapter. Ms. Pat Amendolia is an active volunteer for the St. Monica's Home and School Committee. Her duties include running fundraisers, school functions, spiritual activities, and volunteer programs. She also serves as co-leader of Campfire Girls for St. Monica School, now known as "GEMS", where she spends every Friday evening working with first grade girls making crafts and performing other activities. Lastly, Pat is member of the Margate Condo Association where she manages finances and performs budgetary functions for the entire complex. Ms. Susan Budman volunteers her time at the Upper Dublin Middle School and Upper Dublin High School so she can be involved in her daughter's education. She also serves on many committees in her Synagogue. For the sisterhood, she served as program chairman for three years and is currently serving as the historian, where she maintains all the records for meetings and events that are held monthly. Susan also served on the religious school committee and was instrumental in revising the educational program for the Hebrew School. In addition, she has chaired many events for the Synagogue, such as planning trips to shows. Ms. Linda Emmertz is a board member of the St. John Neumann Home and School Association. The Association conducts meetings, holds cake sales, provides refreshments at events, and conducts fundraisers. Linda is also a member of St. Richard's Pastoral Council, Eucharist Minister and the high school CYO.

Mr. Gary Walker, from Operational Rations, is a member of the Colonial School District School Board in New Castle, Delaware. He donates his time attending a variety of meetings, workshops and school events. Gary also serves as Treasurer for a Miss Job's Daughters bethel, an international organization for girls from the ages of 11 through 20 that teaches leadership and organizational skills. Gary is also a member of the council for Miss Job's Daughters of Delaware that oversees the organization statewide. As Gary's time permits, he assists the local high school music booster organization and provides talks on entomology

in local elementary schools. In the past, Gary has served as president of the local high school music booster organization, as a 4-H project volunteer where he acted as leader and took annual leave to teach at summer day camp, and as an assistant soccer coach. His former volunteer work also included serving as Block Watch Captain and representing the development where he lives at monthly meetings with the county police.

Ms. Joan Lutz, an employee from Operational Rations, serves as a volunteer Fire Fighter. She also serves as Captain of the Billingsport Volunteer Fire Association. Joan fights fires, trains other fire fighters, she teaches fire prevention in the schools, and she sometimes works with juveniles. In her spare time, Joan volunteer for the Paulsboro Day Committee by assisting others in the community each year in organizing a day of fun and activities for residents and visitors to Paulsboro, NJ.

Mr. Charles Campbell, from DSO Kansas City, Produce, is a long time volunteer. For 24 years, he has served as a volunteer for the Red Cross and has performed duties such as participating in disaster relief efforts in sixteen states and serving as the Deputy Director for the Red Cross in Clinton, Missouri. He was nominated for Man of the Year for the City of Clinton for his services to the community. The Red Cross has twice honored him as Volunteer of the Month and he has also been up twice for Volunteer of the Year. For 11 years, Charles has been volunteering his time to the Shiners Organization and every weekend, transports crippled children to the Shiners Hospital in St. Louis. In addition to the Red Cross and Shiners, Charles works at the Grand Avenue Temple and for 9 years now, helps serves food to the homeless once a week. Since Sep 11, Charles expanded his volunteerism to the Salvation Army. He serves food to the homeless twice a week. Mr. Campbell is currently being considered for Shiner of the Year Award. He is also a three-time winner of the Federal Executive Board awards for Volunteer of the Year.

The Subsistence Support Office is not without its share of individuals who serve as volunteers. Mr. John Woloszyn serves as a Cub Scout Leader for Pack 127, den 7 and also an Assistant Coach for baseball for ages 7 through 8 years old in Gibbsboro-Voorhees, NJ. Mr. John Bray volunteers his time by serving as a Big Brother for the West Chester Chapter. John also serves as a Civic Associations Officer for his local community. In addition, he represents various committees and meets with elected officials to enhance the local community in which he resides. Ms. Deborah Ward serves as a secretary at The Christian Stronghold Baptist Church, Usher Ministry. Deborah records minutes of meetings, prepares monthly reports and provides guidance for youth in the ministry. Ms. Brenda Pearson volunteers at her children's schools, Gompers Elementary School and Mann Elementary School. She is also a hostess and usher at Tindley Temple United Methodist Church. Deborah Ward, along with Brenda Pearson, volunteer for organizations such as the Diabetes Walk, Alzheimer's Walk, March of Dimes Walk, Multiple Sclerosis Walk, and the Walk for the Cure. They are out in the early hours of the morning distributing food, t-shirts, and goodie bags for those who participate in the various walks for many organizations. Mr. Fred Radtke is involved with the German American Police Association and the Philadelphia Emerald Society that consists mostly of active and retired law enforcement officers from city, state and federal agencies and active and retired firefighters. These organizations sponsor various scholarships/support programs to qualified / deserving individuals. They support the Special Olympics and the Philadelphia Police and Firefighters Hero Scholarship that assist families of Police and Firefighters killed in the line of duty. Golf outings are also sponsored to support various programs and to assist individuals with special needs.

Each of these employees has a critical responsibility in supporting the DSCP Subsistence mission, yet they continue to donate their free time and expertise in volunteering services to improve their communities. The efforts of our volunteers have met and surpassed the President's call to volunteer and prove that everyone can do something. Thank you to all our volunteers.

DSCP Subsistence Supports Operation Iraqi Freedom . . .

The Defense Supply Center Philadelphia (DSCP), Subsistence works hard every day to support the United States Military with the best possible Class I (food) product and services. This support has become even more crucial in recent months. Following the tragic events of September 11, 2001, the U.S. Armed Forces engaged in Operations Noble Eagle and Enduring Freedom (OEF). However, the most recent Operation, Iraqi Freedom (OIF)*, may possibly be the most demanding one to date in terms of the level of Class I support required for our troops.

"I think that one of the major differences between Iraqi Freedom and Enduring Freedom, was the larger number of deployments in support of Iraqi Freedom in such a short period of time', said Readiness Officer, Air Force Major David Selnick. "This most recent Operation required a quick 'ramp up' and a quick injection of operational rations into theater, many times with little lead-time."

The numbers illustrate this point. From the onset of OIF in mid-March 2003 to May 15, 2003, DSCP Subsistence filled over 3,000 requisitions for Class I support (to include operational rations, food service, and produce product). These requisitions totaled over $500 M in sales.

"In a way, OEF prepared us for OIF", Selnick added. "We already had a system and a structure set in place. Of course, the numbers and locations were different, and there was a different set of challenges presented to us, but I think that our team here at DSCP was well prepared and delivered outstanding results."

Some of the challenges that DSCP Subsistence were faced with included transportation and the previously mentioned surge issues. Rich Faso, Chief of the DSCP Subsistence Operational Rations Business Unit, spoke on these challenges. "With any operation the magnitude of OIF, or OEF for that matter, you have to expect some bumps in the road. Large numbers and unpredictable requirements will lend to challenges, but I am confident that we met and surpassed the expectations of our customers. The support that we provided during OIF was the result of teamwork, expertise, and great effort."

Teamwork indeed! DSCP Subsistence came together with industry, the customer, and our partners in the government to make sure that the product and the support was there. One great example is the Public Warehousing Company (PWC). "PWC is a subcontractor of Ebrex," said Selnick. "They increased their scope of operations to act as a theater distribution center for operational rations and prime vendor product in the Central Command (CENTCOM) Area of Operations (AOR). They created a warehouse operation in a mere 45 days! Truly amazing."

DSCP Subsistence in Philadelphia also had the Command Control Center (CCC) staffed 24 hours a day with Subsistence team members during the crucial period of the operation as it relates to Class I support.** This support was supplemented with the non-business hours email and cell phone communications with customers in need of assistance. The Subsistence and Customer Operations Directorates even sent over representatives, CW5 Richard Goodman, Dewey Darley, and Karen Olstad, to act as liaisons for all Class I operations in theater in CENTCOM.

"Operations like OIF and the Class I support for our troops that it generates are the reason why we as an organization exist," Faso added.

"We appreciate and are indebted to our troops. They deserve no less than the best possible support."

***Operation Iraqi Freedom was initiated by U.S. President George W. Bush on March 19, 2003. It is the multi-national coalition effort to liberate the Iraqi people, eliminate Iraq's weapons of mass destruction, and end the regime of Saddam Hussein.**

****DSCP always has a Staff Duty Officer (SDO) on call 24 hours a day, every day, for emergencies. The SDO can be reached at (215) 737-2341 or DSN 444-2341.**

Joe Zanolle is a Subsistence Marketing & Management Analyst at the Defense Supply Center Philadelphia, Subsistence Directorate.

VICTORY BLOCK PARTY: A CELEBRATION TO RECOGNIZE ACCOMPLISHMENTS OF SUBSISTENCE WORKFORCE

By Dorothy Martin

November 6, 2002 was a special day for Subsistence employees to put aside job responsibilities and enjoy a day of fun and festivities in Building 6. The idea for the Subsistence Victory Block Party came from members of the Subsistence Sensing Team, as a way to celebrate employees' achievements in meeting customer satisfaction and sales goals for fiscal year 2002, while also providing exceptional food support worldwide to Operation Enduring Freedom.

The Block Party concept is based on all the neighborhood block parties held across all sections of Philadelphia during the summer months. Employees in Subsistence Produce Field Offices also were given the opportunity to enter the essay contest and were encouraged to celebrate at the same time across the country, to reflect on our joint accomplishments and hard work. The Sensing Team formed six committees to help plan specific events: Entertainment, Publicity, Essay Contest, Decorating, Food, and Clean up. In addition, the Sensing Team invited DSCP's comptroller, legal, and procurement teams to attend in appreciation of the ongoing support they provide to Subsistence.

The day began at 10:00 a.m. with a rousing keynote address given by corporate consultant, Rick Grandinetti of Vision Planning Inc., an experienced professional in the area of customer service, who has conducted over 4,500 seminars and speeches throughout North America. Mr. Grandinetti's talk centered on how staying positive and goal-oriented helps the Subsistence organization continue to prosper. Mr. Grandinetti was well received by employees.

Following Mr. Grandinetti's talk, the winner of the Essay Contest was announced. Essay Contest Committee Chairperson Diann Owens and alternate Andrea Ingargiola sponsored this contest, whereby interested employees were asked to write an essay of no more than 500 words on why they enjoy working for Subsistence or their most exciting or funniest experience in subsistence. The winner, Pat Amendolia, was asked to read her essay, Life at DSCP. (Essay follows this article.) Pat received a certificate and time off award.

Food eating contests, displays, and cooking demonstrations were organized by Chairperson Rosita Carosella. Gina Vasquez sponsored the Wing Bowl Tournament of Champions, with Gordon Gee proclaimed the winner who ate the most chicken wings. In addition, the Regional Sampling Open House, coordinated by Juliet Keating-Elmore, was a big success, with Subsistence business units and offices contributing a variety of food and beverage products including coffees, candies, pies, red beans and rice, tacos, cookies, and fruit. Viola Brescia conducted a cooking session on "How to Make Manicotti", with samples enjoyed by employees. In addition, Michael Cianfrani sponsored the Ice Cream Sundae Shop, another big hit. Also, the lunch period was a special event, with employees in different work areas sharing food choices and enjoying their own camaraderie that enhanced good working relationships among everyone.

To help employees work off those extra calories, Entertainment Committee Chairperson Gwen Williams organized various events, including Pictionary (conducted by Tricia Romeo). The Subsistence Pictionary Grand Champions of 2002 were Pat Amendolia, Janine Samoni, Kathy Morris, and Mary Keller. Employees also enjoyed music, line dancing, karaoke, and awarding of prizes.

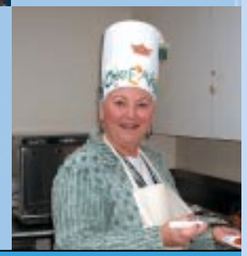
The Subsistence Victory Block Party was a great success, with a large number of employees attending and participating in one way or another in the various events held. It was a nice break from the normal workday, giving everyone an opportunity to have fun, sample good food, listen to music, dance, and mingle with one another. Subsistence supervisors and managers gave full support to the Block Party, encouraging their employees' participation and attendance. The Block Party also gave interns and cooperative education students the opportunity to contribute their talents and ideas, and reinforce to them that they, too, are important members of the Subsistence organization. Subsistence appreciates the assistance and support provided by the Directorate of Support and the Operations Directorate, which was coordinated by Subsistence employee, Terry Reynolds. A special thank you is also appropriate for Teresa Jimenez for the beautiful pamphlet that she developed.

In addition, the Subsistence organization appreciates all of the employees who volunteered their time and hard work that went into planning this special day that promoted wonderful teamwork among employees and enhanced pride in the accomplishments of DSCP.
The Block Party officially ended at 3:00 p.m. November 6, but the wonderful memories of a truly enjoyable time spent with co-workers will last a lifetime.

LIVE LIFE

PARTY

DANCE



LIFE AT DSCP

By Pat Amendolia

Close to twenty-four years…that is how long my career has spanned with the Defense Supply Center Philadelphia so far. I remember my first days like it was yesterday, even though I can't remember much of anything else these days. I had recently graduated from high school, so I was pretty young at the time, not knowing what I was getting myself into. Little did I realize then what I have learned through the years, how important and critical our jobs are to the continued support and success of our military and safety of our country.

The majority of my career has been in Subsistence, seventeen years to be exact. I have been through a lot of changes during my tour here, most of which have been very challenging, educating, and rewarding. (Don't get me wrong; since I must be honest, there have also been many rough, stressful, and trying times here.) I have gone through many "firsts" in Subsistence – increment after increment of DISMS, acquisitions utilizing Best Value Source Selection, the first pilot test for Prime Vendor (Walter Reed Hospital), the start-up for Prime Vendor, Oral Presentations, New Business Practices, and last but not least, BSM SE Concept Demo. I could go on and on but my point here is that Subsistence is proven by far the Commodity who is always on the forefront of any new successful business venture. I am glad that I have been able to be a part of Subsistence's success throughout the years.

The reason that the success of Subsistence is a reality is only because of the great people that work here. This in itself is one of the greatest things that I am thankful for and have gained working in Subsistence – my DSCP family. Great friendships and relationships have blossomed throughout the years and have made all of my experiences very special. Watching people work together, support each other, just deal with each other is what helps us all get through the difficulties and the positives of each day. I am dedicated to leading my team everyday, professionally and personally.

My years at DSCP have been filled with fun times, celebrations, parties, holidays, activities, and other festivities with many wonderful people. These are the times that I remember the most and can laugh at when I look back on them today. (I won't incriminate myself by going into details, but it would suffice to say that most of the wild times were many, many years ago.)

One of the greatest experiences that I value dearly was being chosen by my team for the Positive Leadership Award. Being nominated by my peers is one of the most rewarding occurrences in my life. This made me feel that all of my efforts have significant and positive effects on others.

Our customers are my daily focus. It is why I am here everyday. If America's finest fighting forces can put their lives on the line everyday, the least I can do is my best for them in doing whatever it takes to keep them satisfied.

Prime Vendor To the Battlefield - Subsistence Prime Vendor (SPV) Support of Operation Enduring Freedom (OEF)

By Gordon Ferguson

Since September 11, 2001, over 200 million dollars worth of PV product has been issued to troops deployed in support of Enduring Freedom. Customer fill rates and the ratio of products ordered to products received have remained at high levels. Logistical planning started well in advance to assure that this high level was maintained even for holiday unique items. The real-life result achieved was that the turkey, cranberries, and candies needed for the traditional Thanksgiving and Christmas celebrations did indeed arrive in plenty of time to brighten our soldiers holiday season.

Response to the Global War on Terrorism has required accelerated and increased support from our Subsistence Prime Vendors (SPV) located in the overseas regions of South West Asia, both Northern and Southern Europe, Guam, and Diego Garcia. It has also necessitated enhanced support of east and west coast ship deployments by our Prime Vendors here in the States. They have risen to the challenge displaying admirable abilities and flexibility under pressure.

CONUS (Continental United States) contractors and overseas Prime Vendors have supported the accelerated fleet requirements of vessels deploying to the Gulf with high fill rates, for quantities above average levels with greatly reduced lead-times. One such order in Guam required a two million dollar load-out on 48 hours notice. Although Diego Garcia's normal monthly requirement surged by over 600%, deliveries provided fill rates above 95%. The Northern and Southern European Prime Vendors have been smoothly supporting all airlift requirements as well as ground shipments, to our forces deployed in support of Operation Enduring Freedom.

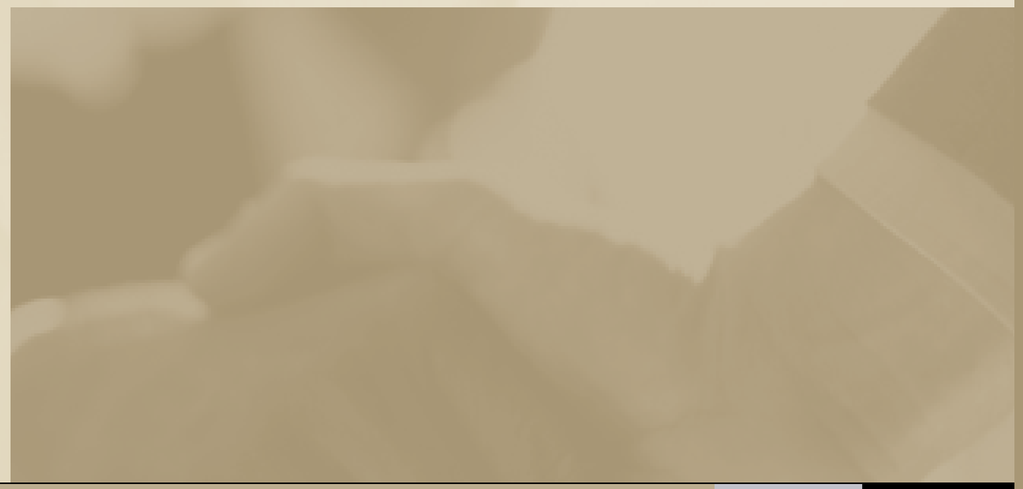
The Navy's forward presence in the Arabian Gulf Area has also been at an accelerated level during most of this past year and a half. While under a normal peacetime scenario weekly purchases for ships in the Gulf average between $175,000 to $200,000, under Enduring Freedom, fleet requirements have surged to as much as 2.5 million dollars per week.

PVs in Europe and SWA have supported Operation Enduring Freedom with PV items, warehouse space for the storage of Humanitarian Daily Rations (HDRs) and have been instrumental in providing emergency airlift support from the States, as necessary, as well as coordinating the FF&V airlift preparation from their facilities. In addition, our Prime Vendors provide warehouse space for Army owned operational rations in the war zone, and our Food Service Equipment Prime Vendors have also provided support directly to deployed troops throughout the CENTCOM AOR.

In order to provide ever improved support, and in response to the request of our customers, negotiations are currently underway to place Prime Vendor platforms even closer to the base camps. Communication flow has increased significantly among DSCP representatives, the Prime Vendors, the Service Representatives, and all deployed troop locations. Each has been instrumental in using established ordering procedures, providing detailed forecast projections and satisfying local customs regulations as required. Phone calls and e-mails in the middle of the night and on weekends between vendors, contracting and logistics specialists, and customers have been the norm rather than the exception, in order to support the necessary level of customer service.

The use of modern systems has made ordering and forecasting easier. Through utilizing the Prime Vendor's commercial computer systems that are able to provide total visibility of assets on hand, DSCP takes advantage of the latest methods in inventory management, to our customer's benefit. Customers order through our Subsistence Total Ordering and Receipt Electronic System (STORES), giving the vendor an automated snap shot of their needs. With the recent introduction of electronic invoicing for the vendors, payments also are processed expeditiously, keeping cash flow to the vendors smooth so that they can afford to keep their inventory levels healthy, and thus, are better able to support the end-use customer.

Subsistence Prime Vendors, both within the Continental United States and in remote locations overseas, have proven their ability to combine the latest technology and good commercial business practices to successfully satisfy surge requirements driven by Operation Enduring Freedom. Although response time from customer order to final delivery has already been greatly accelerated worldwide, it continues to improve, while prices remain at the distributor's lowest prices offered to any customer. An excellent quality of product is still being delivered, throughout this real-life stress test of our vendors, providing the best value to DLA's customers. The end result of SPV's success has been good food on the plates of our soldiers, sailors, and airmen who put themselves on the line each day.



A New Look

A New Look – The Subsistence Support Office Takes Shape

By Patricia A. Romeo

Over recent months the Directorate of Subsistence has undergone some changes in organizational structure. Some functions have been combined, while others have been transferred to other DSCP corporate directorates. One thing, however, will not change: top-notch support to our customers.

The purpose of this reorganization was to comply with the DSCP Command goal to streamline functions, and bring consistency to organization structure of each commodity. According to this directive, all commodity systems, budget and finance, and congressional functions would be taken over by the DSCP Operations, Comptroller, and Procurement Directorates respectively. These changes have been in effect since January 1, 2003. Since then Subsistence personnel have been working hand in hand with the relocated personnel to maintain the same level of support to our customers.

In an effort to satisfy this requirement and to streamline it's own operations, the Directorate of Subsistence has undergone an internal re-organization as well. The biggest change was to consolidate all of the remaining staff functions into one office. This new office combines all of the Subsistence staff functions into three different teams, the Operational Team, the Organizational Team, and the Standardization Management Services Team. Collectively these teams construct the "Subsistence Support Office."

At the helm of the Subsistence Support Office is Ms. Gerry Cromley. Gerry came on board in September 2002 to take over for retiring Robert Shipley, PhD. Besides managing the day-to-day operations of the Support Office, Gerry is the prime Subsistence point of contact for Business System Modernization. She is the Project Manager for the Common Food Management System, the effort to standardize the food management systems throughout the military services. She also maintains oversight on the overall Subsistence Budget.

Major David Selnick, USAF, now leads the Operational Team. The Operational Team provides administrative support to the Director, Deputy Director, and to each of the Commodity Business Units. This team organizes and conducts the annual Customer Conference and serves as a liaison between the commodity and the Operations, Procurement, and Comptroller directorates. The Operational Team also creates and releases publications, such as Talk Soup and The Menu to our Subsistence Business Partners.

Mr. John Bray, formerly of DSCP's Human Resources Office, heads the Organizational Team.This team focuses on internal customer service. The team takes the lead on advising management on organization issues, and facilitates employee development. The Organizational team also serves a liaison between the directorate and the Defense Logistics Agency Human Resources Operations Center in Columbus, OH.

The Standardization Management Services Branch is responsible for cataloging, standardization and technical functions. The team performs mission functions such as "cradle to grave" cataloging which includes in-house Prime Vendor cataloging in conjunction with the Directorate's electronic catalogs; standardization and specification development, coordination and publication via the DSCP website; and extensive technical services in relation to food and related products provided by our food technologists.

As with any major change there are growing pains to be managed. Employees will be learning new roles, and taking on new responsibilities. Subsistence management, headed by Director Jeffrey Bradley, Capt, USN, and Deputy Director Mr. Paul Amato, have helped make the transition as seamless as possible by keeping the workforce informed and focused on the mission while the changes were taking place. "It's important that all of our employees, as well as our customers understand the new business processes and organizational roles to better effect worldwide customer support," states Deputy Director Paul Amato.

Changes are inevitable in any organization. So, as a new look, and new challenges face the Directorate of Subsistence, supplying our customer with their Subsistence needs is and will remain the chief goal. The offices may have new names, the personnel may have changed, but the mission remains the same: World Class Subsistence Support.

The DSCP SUBSISTENCE FIELD FEEDING EQUIPMENT TEAM—WORKING HARD FOR YOU!

By Joe Zanolle

The Defense Supply Center Philadelphia (DSCP) Subsistence Field Feeding Equipment (FFE) Team has been doing some amazing things since coming to the Directorate of Subsistence in January 2000. Satisfying our customer base while producing results for DSCP is all in a day's work for this team. It is a job that they take seriously and one that they perform very well.

To begin, the current FFE Team (which consists of Aggie Gallagher, Ed Heaton, and George Patrick*) is part of the new HROE Office** in the Operational Rations Business Unit. The Team has undergone some changes over the past several years beginning in 1996, when the management of the FFE items was transferred from Defense Supply Center Richmond (DSCR) in Virginia to the Defense Industrial Supply Center (DISC) in Northeast Philadelphia, Pennsylvania. In early 1999, when DISC was disestablished, the FFE function was acquired by the new fourth directorate of DSCP, the General and Industrial (G&I) Directorate. At this point, DSCP left its location in South Philadelphia and moved to its current location at the Naval Support Activity (NSA) where DISC was previously located and absorbed some of the former functions of DISC. One final move occurred in January 2000, when the FFE Team was moved from G&I and were relocated to the Operational Rations Business Unit. This relocation seemed to make perfect sense since operational rations are the Subsistence Items that Field Feeding Equipment actually supports (Note: The FFE Team should not be confused with the Subsistence Food Service Equipment Team which supports Food Service and is located in the Subsistence Food Service Business Unit). However, this latest version of the team only consists of three members Aggie Gallagher (who replaced Tom Gordon), Ed Heaton and George Patrick.

"When the Field Feeding Equipment Team came over to Subsistence & Operational Rations from G&I, we had to make the transition with three members," said Ed Heaton, FFE Customer Business Specialist. "When we made the transition, we did so with less than half of the people that were working on the team in G&I, so we had a great challenge in being effective after losing so much support." However, the new team has performed exceptionally well during their three years in the Operational Rations Business Unit. During this time (Fiscal Year 00-02), FFE sales have climbed from $12.0 M to 21.9 M! Undoubtedly, this trio has exemplified the expression of "doing MORE with LESS!" One business practice that has helped the team perform their job more effectively was the implementation of awarding long-term contracts. "Right before we made the move to Subsistence in January 2000, we went from making individual buys based on customer requirements to putting long-term contracts in place," Heaton added. "With the long-term contracts in place for FFE items, requisitions from the customer are automatically generated and filled via the Paperless Order Placement System (POPS)." Additionally, the team is always trying to find ways to satisfy our customers. One way they accomplish this is by finding new items to offer the customer

like the popular Field Wash Stand. The Stand is a convenient four-person design, perfect for field feeding and work sites where frequent hand-washing is required (Note: The Field Wash Stand is not a mandatory or required item of any field feeding system. Units desiring this item must purchase it with their own funds).

The FFE Team supports many end items and spare parts for such end items.

Most items are stocked and are military unique. The stocked items are part of an active inventory with a rapid turnover rate. However, there some items that are not stocked and are Direct Vendor Delivery (DVD) items, such as the M59 Field Range. The DVD items tend to be the high cost, low volume items. Below is a list of some of the items that the FFE Team supports. For more information on Field Feeding Equipment, you can contact one of the points of contact below or visit their web page at:

http://www.dscp.dla.mil/subs/rations/ffe/fldfeed.htm

End Items Supported:
- M2 Burner Unit
- Modern Burner Unit (MBU)
- M59 Field Range and accessories

Squad / Survival / Individual Field Stoves / Miscellaneous

Spare Parts Support for the Following Items:
- Mobile Kitchen Trailer (MKT)
- Food Sanitation Center (FSC)
- Kitchen Company Level Field Feeding (KCLFF)
- Modular Field Kitchen (MFK)

*Point of contact information for the FFE Team is as follows:

Aggie Gallagher, Contract Specialist, (215) 737-3852, DSN 444-3852, email Aggie.Gallagher@dla.mil

Ed Heaton, Customer Business Specialist, (215) 737-2370, DSN 444-2370, email Edward.F.Heaton@dla.mil

George Patrick, Customer Liaison (Inventory Management Specialist), (215) 737-7945, DSN 444-7945, email George.Patrick@dla.mil

**Other members of the HROE Office include:

Gus Altieri, Office Chief, (215) 737-2964, DSN 444-2964, Gus.Alteri@dla.mil

Kathy Perry, Business Management/Financial Analyst, (215) 737-2986, DSN 444-2986, email Kathleen.Perry@dla.mil

Joe Zanolle, Marketing Analyst, (215) 737-5648, DSN 444-5648, email Joseph.Zanolle@dla.mil

Joe Zanolle is a Subsistence Marketing and Management Analyst at Defense Supply Center Philadelphia.

Supporting the Army National Guard (ARNG) with New Initiatives

By Cyndi Ayres

Customer Segment Teams were formed by the Defense Supply Center Philadelphia's (DSCP) Subsistence Directorate tasked with providing enhanced support to various segments of our business. One of these teams focuses on the Army National Guard and Reserve Units, by centralizing the combined services and support of all of Subsistence commodities (Operational Rations, Produce, and Prime Vendor/Food Service) to the National Guard and Reserves for both peacetime and contingency scenarios.

This segment of Subsistence business was identified as an area where our contracting flexibility and logistics network could be used to meet their food service and troop feeding needs.

The Subsistence National Guard Customer Segment Team is chaired by Ms. P.J. Carr, Chief, Produce Commodity Business Unit. The team members include employees from each of our Commodity Business Units along with our Support Office. Their direction is to increase revenue without increasing the existing DSCP infrastructure by identifying and implementing innovative products and services for new and current customers. The team, working closely with CW5 Harold W. Jaquett, Senior Food Service Advisor, Army National Guard Readiness Center, Arlington, Virginia, has responded to a request by CW5 Jaquett to make available affordable and healthy snacks to his National Guard Units during their weekend and yearly training at various camps and stations around the country. Chief Jaquett has been key to the implementation of our joint plan to provide Subsistence Treat Packs in addition to our on-going initiative to provide ARNG training meals in the form of TOTMs.

The Tailored Operational Training Meal (TOTM) is a single, individual meal with an entreé, wet-pack fruit, beverage base, flameless ration heating device, utensils, and other assorted components. The TOTM is designed to emphasize field feeding training for the ARNG and is ordered in conjunction with a fresh fruit, such as apples, oranges, pears, or other item as selected by the individual ARNG site from the local Defense Subsistence Office (DSO) or Produce Buying Office (PBO).

DSCP "Treats" are quick and easy snack kits that the Customer Segment Team is currently in the process of establishing with a recurring customer base and distribution network. We have two types of snack kits available. The "Good Treat" Snack Pack was created for the National Guard weekend format training and is a self contained flexible bag which consists of (1) 16 oz. Bottle of spring water and 2-3 assorted healthful snack-type items, such as cereal bars, granola bars, pastries, cookies, pudding, canned fruit, etc. The focus here is providing an alternative to expensive vending machine "junk food" for our National Guard personnel while they are on their weekend training. Delivery time is a maximum of 7 to 10 days and the average cost is $2.00 per snack bag kit. They are shelf stable, lightweight and very portable.

"Healthy Treats" Snack Pack was created for the two-week National Guard annual training. This kit is a small molded package that contains a seasonal fruit and vegetable (e.g., an apple and baby carrots) and tub of ranch dip or peanut butter. Delivery time is 3-5 days and the average cost is around $1.00 per snack. Different configurations can be tailored to ARNG unit needs. Our DSOs and PBOs will be instrumental in supporting the various ARNG units across the country.

To date, our Subsistence marketing representatives have met with Army National Guard members at the Subsistence Worldwide Customer Conference held in Washington, D.C., as well as at the Army National Guard Conference in Reno, Nevada, in November 2002. The National Guard representatives attending were very enthusiastic about the initial snack kits that have been provided and definitely wanted DSCP to pursue this initiative.

We are now currently in the process of filling orders for various Army National Guard Units. For more information on these new initiatives and a listing of our DSOs and PBOs, please visit our web site at:

http://www.dscp.dla.mil/subs/produce.htm

and click on National Guard Snack Packs or contact Ms. Cyndi Ayres, Produce Business Unit, at (215) 737-4254 or Ms. Amelia McGarvey at (215) 737-3676. We look forward to a continuation of our long and productive partnership with the National Guard!!!

http://www.dscp.dla.mil/subs/produce.htm

Congratulations to Subsistence's Newest Promotions

By Patricia A. Romeo

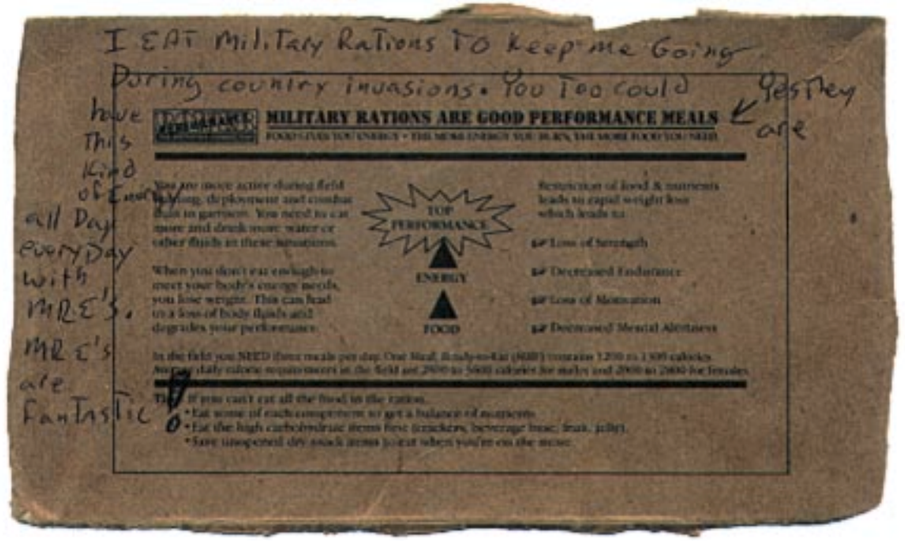
Dana Waters: Dana was promoted to Chief of Business Operations for the Subsistence Produce Business Unit. Most Recently he was Chief of the Western Area Operations, also in the Produce Business Unit. Dana has 10 years experience in the Produce Business Unit. Beginning as a Transportation Specialist, he became Chief of Eastern Area Operations, then Western Area Operations. Dana possesses a wealth of experience in all facets of Produce from CONUS to overseas operations to include air and surface export as well as coordination of buying from other than CONUS sources (i.e. Korea, Chile, Australia, and New Zealand.) Also, Dana was responsible for all contingency operations, which are coordinated through the Defense Subsistence Offices (DSOs). Congratulations Dana!

Gary Shifton: Gary has recently received his first Supervisory position in being named Supervisory Produce Business Specialist for Prime Vendor Europe, and South West Asia. Previously Gary held the position of Commodity Business Specialist for the Pacific section of the Food Service Business Unit. As a project coordinator, Gary recently assisted with developing operation concepts to transition the Pacific Region from Government Storage and distribution to that of a commercial process. The experience he has gained in customer support, market research, communications, Electronic Data Interchange EDI, and contractual law will serve Gary, and the directorate well his new position. Bravo Gary!

Tom Gordon: Tom has recently been promoted to Supervisory Product Business Specialist in Rations. Formerly, a Contracting Officer in the Rations section this too is Tom's First supervisory position. Tom's experience as a Contract Specialist and later as a Contracting Officer with his knowledge of working large dollar complex best value procurements; coupled with his supervisory and leadership skills helped lead to his promotion. Tom also has a strong background in areas of education and on the job training, that along with his experience as a former Program Manager were also important factors in his being selected for this new position. Congratulations Tom!

Ruthann Simotas: Ruthann has been named Chief of Western Area Operations in the Subsistence Produce Business Unit. In September 2002, Ruthann returned to Philadelphia after spending the prior three years as the Subsistence representative for the Defense Supply Center Philadelphia Pacific Region, based in Pearl Harbor Hawaii. Upon her return she spent the next few months as an Account Manager in the Food Service CBU, Navy Ships region before receiving this promotion. During her time in the Pacific she gained valuable commodity knowledge, including produce, which has prepared her to manage the field offices on the West Coast. Good for you Ruthann!

Helen "Honey" Scarangelli: As the newly named Chief of Eastern Area Operations, Honey will continue to serve the Subsistence Produce Business Unit well. Previously Honey was a Contract Specialist/Warranted Contracting Officer for the Produce Business Unit, where she was responsible for many aspects related to the procurement of fresh fruits and Vegetables, including long-term contracts, small purchases, best value/source selection acquisitions, as well as marketing and transportation programs. Honey's vast knowledge and experience is a great asset to the Eastern Area operations of the Produce Business Unit, and Subsistence as a whole. Continued Success Honey!



MRE Postcard

By Joe Zanolle

The DSCP Subsistence Operational Rations Business Unit recently received a great note from the mother of a deployed United States Marine Corps Service Person, LCPL Elliott. The resourceful marine used the cardboard from a Meal, Ready-to-Eat (MRE) entrée box as a postcard to his mother, Peggy Elliott, and family. He used the blank side for the postcard message and mailing information and he wrote his comments on the MRE on the reverse side (see photo above).

Ms. Elliott wrote:

"My son is a Marine in the sandbox. Your meals must be great because he has had nothing but MREs for 8 weeks and still seems healthy and has kept his sense of humor. When he didn't have stationery…he used a section of his MRE package to send me a postcard…he dropped it in the mail and the post office actually delivered it. I have a suggestion. How hard would it be to have a post card form actually printed on the carton? Label it something like "MRE GRAM." Maybe it would help to encourage guys to write home more. Sometimes breaking out paper is much in combat, but they might be able to scribble a note home while eating if they were prompted by the form."

Ms. Elliot tells us that she has received subsequent cards on MRE Boxes from her son, and that she has heard from the mothers of other Marines who have also received similar "postcards." We liked Ms. Elliott's suggestion and passed it along through the proper channels. We were happy to hear from Ms. Elliot and appreciate her comments. We all owe a debt of gratitude to the men and women like LCPL Elliott and their families for the work that they do and the sacrifices that they make to serve and protect our nation.