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## SUBSISTENCE WORLDWIDE CUSTOMER CONFERENCE & FOOD SHOW!

**July 20 and 21, 2004**

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**SAN ANTONIO CONVENTION CENTER**

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# the Menu

2003

The Official Magazine of the DSCP Directorate of Subsistence



National Food Audit

Subsistence Fruit Cup Trophy

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**DSCP**

Defense Supply Center Philadelphia  
Directorate of Subsistence



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*Letter From Capt.*

To All Our Valued Customers and Business Partners,

The year 2003 was a very big year for the employees of the Defense Supply Center Philadelphia Subsistence Directorate. Providing continuous Subsistence support to our warfighters, wherever they may be found around the globe, has certainly been challenging, yet very rewarding. The Subsistence Prime Vendor Program, the cornerstone of our business model, expanded this year into Japan, Singapore, Uzbekistan, Kuwait, Qatar and Iraq. All of the Subsistence team was engaged to make these events happen. Team Subsistence is ready and able to provide the best possible support to our DoD and non-DoD customers. We will continue to nurture our partnerships' with industry, the Defense Commissary Agency and the USDA. Team Subsistence is on the go!

I hope you enjoy this issue of the Menu. Inside you will discover just what it takes to start up a Prime Vendor program in a hostile environment. You will find an update on our Business Systems Modernization program and find out about other electronic enhancements we have fielded. We said goodbye to a long time Team Subsistence member, Mr. Paul Amato and welcomed aboard Mr. John Cuorato as the new Deputy Director. You will be introduced to many new Chiefs in the Produce Commodity Business Unit in this issue as well. As we close this year, we look forward to a prosperous and productive 2004 with our past, present and future customers.

Thanks for all your continued support over the years. As a team, we can make it happen!

**JEFFREY D. BRADLEY**  
**CAPT, SC, USN**

Director, Directorate of Subsistence

*the Menu*

Winter 2003

**Executive Committee Chairperson**  
Jeffrey D. Bradley, CAPT, SC, USN  
Director of Subsistence

**Editor**

Terry Reynolds

**Special Projects Editor**

Patricia Romeo

**Managing Editors**

Cynthia Ayres

Denise Esposito

Christopher Poplawski

Nancy Selvaggio

Patty Falance

Joseph Zanolle

Andrea Liss

**Printing Services**

Document Automation &

Production Service (DAPS)

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(215) 697-9994

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**Design, Production & Prepress**

The Perspectives Group

**Creative Direction**

Crystal Sarno, The Perspectives Group

# Southeast Prime Vendor Region Concept Demonstration Business Systems Modernization (BSM)

by: Lillian Gardner

On August 5, 2002 the Directorate of Subsistence, along with the other commodities of the Defense Supply Center Philadelphia embarked on the journey into the world of Business Systems Modernization. BSM is the Defense Logistics Agency's endeavor to retire all of their computer legacy systems by utilizing the computer systems of the commercial sector. Within the Directorate of Subsistence, the Southeast Prime Vendor Region of the Food Services Commodity Business Unit was selected to be part of the Concept Demonstration.

In the last Fifteen months there have been many ups and downs in this Concept Demonstration, and at times patience has worn thin with our customers and suppliers. Although these systems changes have been felt mainly by our Prime Vendors, there are changes which affect our customers. The major change for our customers is that in the Prime Vendor arena we have moved back to line item accounting, which means detailed line item bills to our customers. While this concept might seem voluminous, it provides for very detailed accounting practices. Our Prime Vendors have felt this change the most, as their invoices for product delivered must comply with perfect line item accounting.

The major requirement of the Southeast Region, as the "test" area is to provide information back to our contracted-programmers so that

enhancements may be made to allow for the programs and business processes to work smoother.

As you read this we, the Southeast Region will have completed which appears to be the last, "Dig Out" of backlogged Accounts Receivable and Account Payable, in layman's terms, "invoices and receipts". The Second phase of 3-phase financial re-write went into production on October 30th, 2003, with final phase following in December 2003. This Second Phase is expected to reduce the transactional error rate on incoming invoices to less than 5%. This does not remove any contractual requirements for our vendors in submitting invoices. This second phase of what we are calling the FI 13 re-write will pull together all of the deficiencies that have been found in the last 15 months and put them to rest. The final part of the re-write will correct one small, but important programming process in vendor payment.

The remainder of the Food Service CBU Regions is expected to move into the BSM environment starting with Market Ready type items (Fresh Dairy/Bakery) in January 2004, and with Prime Vendor Contracts in March 2004. The review and programming enhancements completed by the Southeast Region will allow for a smooth transition as BSM moves full force and our legacy systems are retired.

BSM • BSM • BSM

# Subsistence Fruit Cup Trophy



by: Dorothy Martin

This team effort resulted in the Southeast Prime Vendor Region Team being selected for the Fruit Cup Trophy, Team of the Quarter, for April through June 2003.

CONGRATULATIONS to the Southeast Prime Vendor Region Team!!

Lillian Gardner - Regional Manager  
Pat Amendolia - Team Leader  
Janine Samoni - Team Leader  
Michele Bozzini - Acct Manager  
John Tolomeo - Acct Manager  
Paula Brinson - Acct Manager  
Maryann D'Amore - Acct Manager  
Hattie Richardson - Acct Manager  
Al Price - Acct Manager  
Roe DiArenzo - Acct Manager

Sylvia Meminger - Contract Specialist  
Mary Keller - Contract Specialist  
Kathy Morris - Contract Specialist  
Diann Owens - Contract Specialist  
Ray Sokolowski - Contract Specialist  
Denise Morales - Contract Specialist  
Margaret Conforto - Contract Specialist  
Mary Bryant - Procurement Technician  
Teri Westfield - Procurement Technician

When you read the definition of "TEAM" it reads "a group organized to work together". When you read the definition of "Team Spirit" is reads "the spirit of a group that makes the members want the group to succeed".

1. For the past 8 months the Southeast Prime Vendor Region has been tasked with testing DLA's new enterprise solution with new system applications PD2 and SAP.
2. Upon entering this task, the programming of the system was not complete by any means. It has been the Southeast Region who has had their hands feverishly at the keyboard working each step of our Prime Vendor business and transforming transactions previously made in DISMS into new processes in SAP and PD2.
3. There have been tireless hours of hand writing orders to make sure that the customer never missed a meal; explanations of how we in Subsistence make our business work so smoothly; and endless conversations to vendors explaining the new systems and coming up with ways to smooth out all the rough spots.
4. The mission set forth could never be accomplished by one individual person, or a group of individuals working on their own. The one and only reason why the Subsistence Prime Vendor portion of the BSM Concept Demonstration is moving in such a positive direction is because the individuals within the Southeast Region have formed an allegiance with one another to work together, knowing that together there will be a successful venture for them, as well as the rest of the Directorate as time moves forward.

# Produce Web Invoicing

by: Cyndi Ayres

Electronic Invoicing is our future. We value the business relationships we have with each of our vendors - who bring the highest quality produce to our military and non-military patrons. We have good news to share about our new electronic invoicing system, called **Produce Web Invoicing**. It has arrived !!!!! This system works in tandem with our FFAVORS system – the Fresh Fruit and Vegetable Order and Receipt System. The Produce Web Site for Vendor Invoicing is intended to provide a quick and easy way for Produce Vendors to submit their invoices for payment. It will make the invoice process easier and more efficient, and best of all, it will get invoices paid faster. The new Produce Web Invoicing System is located at the **Subsistence Home page**, <http://www.dscp.dla.mil/subs/prodedi.htm>. The Produce EDI Invoicing link located at the bottom left of the screen will take you to the Subsistence MIS webpage where a vendor can register or log on.

In order to take advantage of Produce Web Invoicing, every vendor must register at the site. Here you can obtain a password and log-on. We have made the process as easy as possible. This new system eliminates the need for paper copies of invoices and is user friendly. All you need to do is simply follow the computer screens. There are many features available. Once registered, you can view your produce invoices, make adjustments and submit invoices for payments. The old invoice methods were filled with delays and the stress of using paper copies and mail receipts. Those days are gone!!! Our goal is to make things as easy as possible for you our vendors. As this point in time, approximately 400 vendors have signed up to use the Produce EDI invoicing WEB site.

Currently, our Produce Buying Office Nashville has been using Electronic Invoicing. Nashville loves EDI for their vendors! All of the vendors are extremely happy that they no longer need to mail their invoices or ELVIS printouts to

DFAS for payment. EDI allows invoices to be electronically entered into the paying system, so that they receive their payments much faster. This streamlines the invoicing process and keeps the vendors happy. This has allowed our vendors to unequivocally view their buys in a precise matter, which will expedite their payments. This has been an extremely good improvement to our invoicing system. At this time, reports of calls and payment problems are fewer in number.

What does this mean to you **"our customers"**? This system should contribute to more accurate billing for each of you since our vendors are now in closer communication with our DSOs/PBOs regarding invoices. Communication is the key – happy vendors equal happier customers. The more you communicate with our vendors, the easier the process.

We are excited about this new paperless invoicing system but you are the key. We need the support of our vendors to make this successful. We strongly encourage you to sign up to use the website as soon as possible in order to be compatible with our Business Systems Modernization efforts occurring in late 2003. Needless to say, the Produce CBU will continue to pursue ways to bring the best produce to your table along with the best "Customer Service." Through partnerships with Vendors, the Services, and the Defense Commissary Agency (DeCA), we continue to implement commercial business practices related enhancing technologies to meet all of your needs. We are proud to serve you and look forward to providing integrated logistics solutions to our customers in the coming year.

For more information or to answer any questions, please call your servicing DSO/PBO or Mr. Jack Rebok at 215-737-2743 or email – [jack.rebok@dlamail](mailto:jack.rebok@dlamail).

## Coming Soon: Market Ready Invoicing Web Site

by: Patricia Romeo

Subsistence bakery and milk vendors will soon be able to take advantage of an electronic Invoicing web site designed specifically for their business. Much like the web site that was created for Produce Vendors, our Market Ready Vendors will be able to view, change and submit invoices for payment. This will reduce the amount of paper and middlemen involved in the invoice payment process. As a result, the turnaround time for payment will be significantly reduced. Look for more information, and training materials in the near future.

## Fruit Cup Trophy Congratulations... to the Produce Vendor Invoice Videotape Team!!



by: Dorothy Martin

*Denise Esposito • Andrea Ingargiola • Teresa Jimenez*

*Jack Rebok • Patricia Romeo • Patricia Scott*

This award goes to the "Produce Vendor Invoice Videotape" Team for their outstanding job producing a high-quality training videotape for the produce vendors which teaches them how to do electronic invoicing through STORES. These employees, above and beyond their normal duties, engaged in extensive coordination with DLA HQ, DSCP Operations, Subsistence Produce Business Unit and field personnel, and private contractors to ensure that the entire process was accomplished in only one month and with no blueprint to guide them. The Team interviewed vendors, worked closely with the Produce staff, and put the finest quality into all necessary elements, i.e., the script, the dry run, and visits to the Produce Buying Office (PBO) Philadelphia. The videotape was released in July 2003. The accomplishment of this project helped employees to partner well with each other in a spirit of cooperation to unite our vendors and DSO/PBO employees as "one team." This project not only gives Produce vendors a better understanding of the electronic invoicing process, it expanded the team members' knowledge of the business of Subsistence, enhanced business relationships with Produce vendors, and gave them the opportunity to foster team work and become role models for the Subsistence organization.



# DSCP's BSM Release 1.1 Go-Live Event

by: Jazmin Delgado

On November 12, 2003, the Defense Supply Center hosted a Release 1.1 "Go-Live" Event for all Release 1.1 participants. Mr. William Kenny, DSCP's Executive Director of Business Operations, kicked off the well-attended event. Mr. Kenny gave welcoming remarks to all the Release 1.1 participants and shared lessons learned from Release 1.0 (Concept Demo). Other topics mentioned during the opening remarks included the enhanced system functionality expected in Release 1.1, improved training, where to get help, the importance of leadership commitment, and the importance of working with one another to make the transition to BSM as smooth as possible.

The BSM office hosted the event to share information on what the Release 1.1 participants should know prior to Release 1.1 Go Live on Monday, December 1, 2003. Mr. Robert Klasky and Mr. John Cuorato presented information on the Benefits of BSM at the Desktop and Performing Your new BSM job. Mr. Daniel DeVincentis addressed the Release 1.1 Cutover Schedule and Ms. Kim Ruigrok presented information on Training. "Where Do I Go For Help" was presented by Mary Sorrentino. These topics were all targeted towards the Clothing and Textiles (C&T) Directorate's Battle Dress Uniform (BDU) group in the Recruit Clothing Commodity Business Unit (CBU), all Subsistence CBUs (Food Service, Produce, and Operational Rations), Customer Operations and the Comptroller, Operations and Procurement Support Offices in the commodities involved in R1.1.

The event ended with a question and answer session facilitated by a panel of Concept Demo participants, supervisors for R1.1, and BSM personnel. The panel members included Ms. Geraldine Cromley and Ms. Lillian Gardner from Subsistence, Ms. Sarah DiDonato and Ms. Angela Richwine from C&T, Mr. John Graybill from the Operations Directorate, Mr. John O'Brien from Customer Operations, and Mr. Daniel DeVincentis and Mr. Edward Fromberg from BSM.

This is a very exciting time for the DSCP. Release 1.1 will mark the addition of approximately 450 new users to the BSM family, including personnel located in DSCP's Europe and Pacific Offices. All of C&T's BDU business will go into BSM on November 30th 2003 and the Subsistence Directorate's business will be incrementally phased into BSM across six months (December 1st 2003 through May 2004). Once all of Subsistence's business has migrated to BSM, the Subsistence Directorate will be able to retire its legacy system, the Defense Integrated Subsistence Management System (DISMS). Additionally, for the first time members of C&T, General & Industrial, Medical, Subsistence, and the staff offices will all work in the same Enterprise Resource Planning system. The creation of this unprecedented business environment will indeed represent a significant milestone in agency history. Full Operational Capability (FOC) across the Agency for BSM will be completed during 2006.

# Subsistence Total Ordering and Receipt Electronic Ordering System (STORES) Retail

by: Andrea Ingargiola

STORES Retail is a single food management system for all DoD customers. STORES Retail will incorporate all menu planning, recipes, replenishment, inventory, budgeting, and accounting functions currently performed in the various military service retail food management systems, as well as catalog, order receipt, and management information currently provided by the Subsistence Total Order and Receipt Electronic System (STORES), into one automated system for Class I. STORES Retail will be accessible via the world wide web from any computer, utilizing commercial off-the-shelf software (COTS), with some customization to address the requirements needed to operate at all times.

The Defense Logistics Agency (DLA) has agreed to sponsor STORES Retail and obtain the funding needed for the program. Based on the dollar value of the project, STORES Retail was designated an Acquisition Category (ACAT) III Program. There are three "milestones" in an ACAT project. Milestone A involves the determination of mission need, and includes a mission analysis, a market survey, and an alternatives analysis. STORES Retail did achieve Milestone A approval in March 2003, and is currently working toward Milestone B, the approval point where the program can formally begin. As we work toward Milestone B, we will be responding to many documentation and planning requirements mandated by the Defense Acquisition Management Framework. This part of the process includes a demonstration lab, and the participation of the military services in defining the system's requirements. We plan to achieve Milestone B approval during February or March of 2004. Funding is planned through FY 09.

To capture the requirements of the services, Integrated Process Teams (IPTs) have been formed. An IPT is a working group of functional experts in various areas that assure DSCP meets all the requirements of the services. The operational requirements of each service are captured in an Operational Requirements Document (ORD). The services' functional experts validate this document. These process experts also participate in testing and verifying the processes of the COTS software. A separate IPT has been established to ensure the satisfaction of information assurance requirements, in a system that will be fielded at military locations, and provide support both within the United States (CONUS) and overseas (OCONUS).

A demonstration lab on site at DSCP was established during the summer of 2003. The lab has the point of sale and back office systems hardware used in a typical dining facility, including cash registers and scanners. A gap analysis of the software is underway and the results are being compiled and reviewed. This analysis will narrow the selection of software to that software that most closely meets the services' needs. Service participation in the lab is encouraged.

For more information on STORES Retail, please go to <http://www.dscp.dla.mil/subs/news/cfms.htm>. Ms. Gerry Cromley, the Chief, Business Support Office, is the Program Manager. The DSCP point of contact is Ms. Lynette O'Brien, STORES Project Manager, and she can be reached at (215) 737-8769 or through email at [Lynette.O'Brien@dlamail](mailto:Lynette.O'Brien@dlamail).

It's an ambitious project, and we are looking to our colleagues in the military services for support in making STORES Retail a reality. Together, we can make this work!



# DSCP Hosts Successful Subsistence Conference

by: Bill Ernst - DSCP Corporate Communications

**ATLANTIC CITY, NJ – The Defense Supply Center Philadelphia’s Subsistence Directorate hosted its 2003 Worldwide Customer Conference and Food Show here recently. Over 1,100 customers, vendors and Department of Defense employees attended the conference along with 172 food service companies and 220 food display booths.**

Maj Gen Mary Saunders, USAF, Vice Director, Defense Logistics Agency was the opening keynote speaker at the conference’s general session, followed by DSCP’s Commander, COL (P) Raymond V. Mason, USA. CAPT Jeffrey D. Bradley, SC, USN, DSCP’s Subsistence Director, was the final speaker for the morning conference session.

All three speakers delivered a singular message that, as America’s military and federal agency food supplier, DSCP is continually looking for new and innovative ways to stay ahead of its customers’ needs. Informative afternoon workshop topics included food service, produce, operational rations, Prime Vendor Europe and Pacific, cooking demonstrations, food service equipment, quality control, billing and much more.

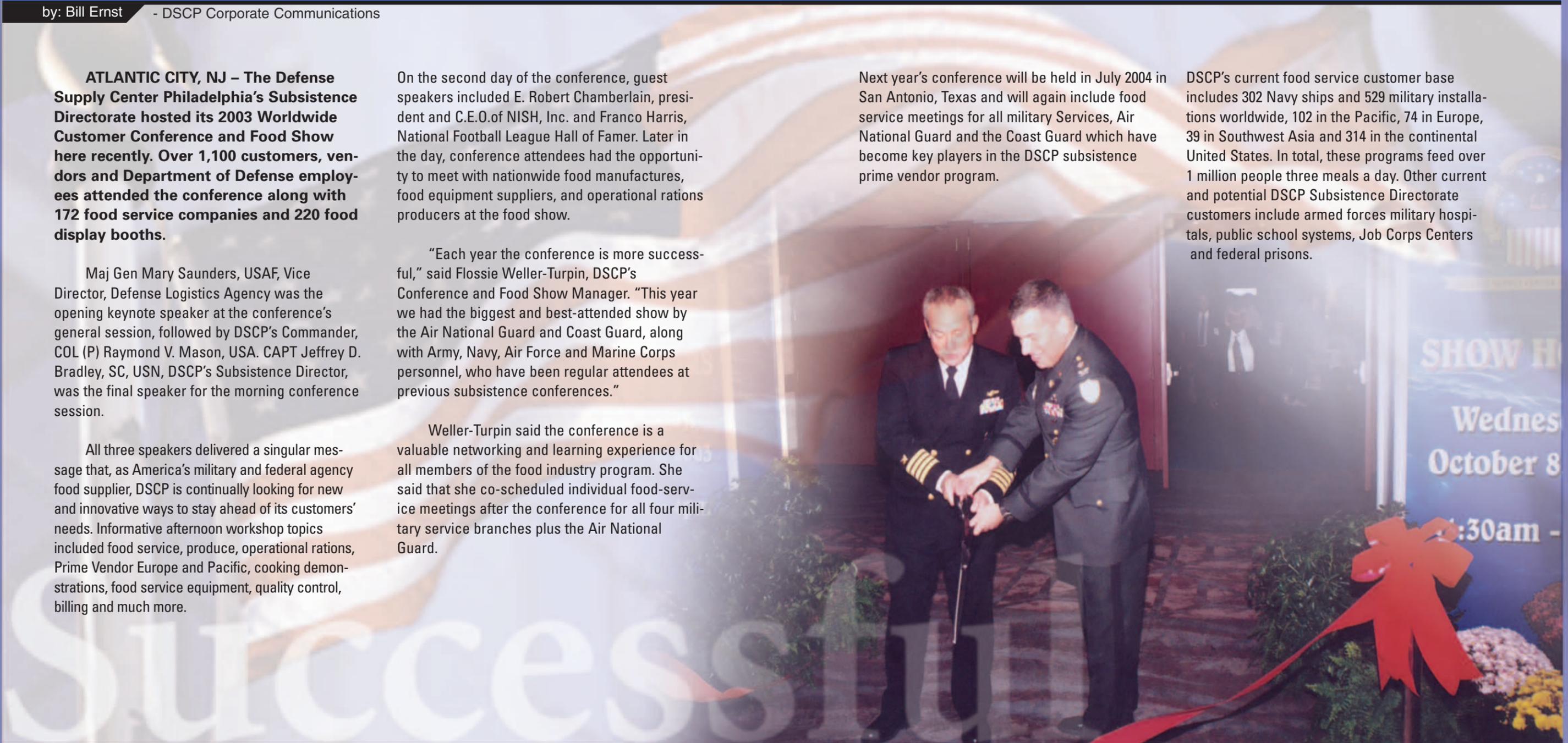
On the second day of the conference, guest speakers included E. Robert Chamberlain, president and C.E.O. of NISH, Inc. and Franco Harris, National Football League Hall of Famer. Later in the day, conference attendees had the opportunity to meet with nationwide food manufacturers, food equipment suppliers, and operational rations producers at the food show.

“Each year the conference is more successful,” said Flossie Weller-Turpin, DSCP’s Conference and Food Show Manager. “This year we had the biggest and best-attended show by the Air National Guard and Coast Guard, along with Army, Navy, Air Force and Marine Corps personnel, who have been regular attendees at previous subsistence conferences.”

Weller-Turpin said the conference is a valuable networking and learning experience for all members of the food industry program. She said that she co-scheduled individual food-service meetings after the conference for all four military service branches plus the Air National Guard.

Next year’s conference will be held in July 2004 in San Antonio, Texas and will again include food service meetings for all military Services, Air National Guard and the Coast Guard which have become key players in the DSCP subsistence prime vendor program.

DSCP’s current food service customer base includes 302 Navy ships and 529 military installations worldwide, 102 in the Pacific, 74 in Europe, 39 in Southwest Asia and 314 in the continental United States. In total, these programs feed over 1 million people three meals a day. Other current and potential DSCP Subsistence Directorate customers include armed forces military hospitals, public school systems, Job Corps Centers and federal prisons.



# Healthy Food, Healthy Minds

by: Diane Kano

The Defense Supply Center Philadelphia, Produce Business Unit, in partnership with the USDA's Food and Nutrition Service, provides fresh fruits and vegetables to schools using the USDA's federal commodity entitlement money. Hawaii has been participating in this program since 1995 and now accommodates schools on the six major islands in the state. In supporting the goals of the National School Lunch Program, DSCPP buys and distributes fresh fruits and vegetables through local vendors directly to the schools in the state.



lunch offering.

Concern for the children's nutritional needs is paramount to these SFSMs. The SFSM at one school in an impoverished area is so concerned that he uses his own funds to guarantee the students get a wholesome breakfast to start the day. He told of some of these children who don't eat dinner the night before, or have only crackers and water, so he makes certain they have protein and fruit at his cafeteria in the morning. To supplement his food budget, he recycles aluminum cans and newspapers. Other SFSMs supplement their budgets by selling snacks after school. One school offers homemade iced treats that cost pennies to make, but are enjoyed by the students and at the same time, help to enhance the school's resources.

Recently, the Pacific Buying Office Chief, and two supply technicians traveled to the island of Hawaii and made liaison visits with several schools. It was interesting to note that many of the SFSMs (School Food Service Managers) have extensive culinary backgrounds in the resort industry, having been previously employed with major luxury hotels on the islands. They have opted to leave the tourist and hotel industry and devote their time and skills to the state's food service sector. They have added gourmet touches to the standard school lunch fare and the results have been well received. Made-from-scratch salad dressings such as an Herb-Ranch, Oriental Sesame, Curry Dill as well as an herb infused pizza crust are some of the innovations being served in these schools.

Because of the diverse ethnic backgrounds in Hawaii's schools, many SFSMs have added local specialty dishes to their menu. These include Japanese Teriyaki, Filipino Adobo, Pacific-Island Kalua Pig, Korean Kal-Bi to name a few. Specific nutritional requirements are also addressed at some schools. One SFSM polls his students to determine if there are any dietary concerns that he should address. For vegetarians, he will prepare a vegetarian stir fry, or soy burger ensuring the students have nutritious as well as tasty alternatives to the standard school

Hawaii has the "No Child Left Behind Act" which calls for every student to become proficient in English and math by 2014. The USDA School Lunch Program, in partnership with DSCP's Produce Business Unit, endeavors to promote healthy eating so that "No Child Goes Hungry." Part of a favorable learning environment at school is being able to have healthy, nutritious meals and snacks.



# Paul Amato Retires

by: Terry Reynolds

Mr. Paul E. Amato, Deputy Director of Subsistence, retired on September 3, 2003, after over 30 years of Government Service.

For nearly 31 years, Paul dedicated and committed himself to the men and women who serve in America's forces and other customers including thousands of children nationwide participating in various State-supported school lunch programs. Paul's first job at Defense Supply Center Philadelphia (DSCP) was in the Transportation and Traffic Management Office. He worked there for six years before joining the Subsistence Team. In February 2001, Paul became the Deputy Director of the Subsistence Directorate, leading an organization that has food sales that exceeded \$2.7 billion in fiscal year 2003.

Paul achieved many successes throughout his career. Paul holds a Bachelor of Science degree in Business Administration from the University of Connecticut, and he is a graduate of the College of Transportation and Traffic Management. He served as senior member of the Defense Acquisition Corps. Among numerous recognition awards Paul received during his distinguished career, include the Secretary of Defense Awards for Productivity Excellence and Value Engineering, Defense Logistics Agency recognition for Meritorious Civilian Service and Exceptional Civilian Service, and DSCP awards as Manager and Supervisor of the Year.

Paul's list of accomplishments include leading the Subsistence Operational Rations workforce in settling sales records for FY 02 (\$434 million) and for FY 03 (\$997 million). Paul was responsible for keeping the Defense Supply Office network viable, for establishing new Produce programs for military customers and the Defense Commissary Agency over the past 15 years, resulting in growing sales from \$250 million to \$462 million for FY 03. Paul's attention to fresh fruit and vegetable support to Indian Reservations resulted in an increase to over 200 tribes and more than \$3.5 million annually. Under Paul's leadership, Subsistence sales in the Department of

Agriculture's National School Lunch Program increased from \$3.5 million in 1994 to over \$60 million in 2003. Forty-four states, three territories, and the District of Columbia now participate. During Operation Enduring Freedom and Operation Iraqi Freedom, the Subsistence Directorate surged the operational rations industry to meet all contingency needs.

Paul was an integral component in marketing the Subsistence Commodity worldwide in magazines, electronic newsletters, and publications and was an advocate for empowering the employees of Subsistence. Paul did this through his support of Subsistence Sensing Teams, Awards Program, Empowerment and Professional Development efforts.

Paul Amato's family, friends and co-workers gathered on Thursday, August 28, 2003 to honor Paul on his retirement. BG Gary L. Border, USA, Commander, Defense Supply Center Philadelphia presided over Paul's Retirement Ceremony and presented him with many deserving awards, including the Order of St. Martin, the Silver Letter, the DLA Distinguished Career Service Award, a Letter of Appreciation from the Commander-in-Chief, a Commendation from the City of Philadelphia, and a replica of the Flag that was flown over the United States Capital on August 15, 2003, by request of Congressman Hoeffel, in commemoration of Paul's retirement. After the official retirement ceremony and a luncheon, the Subsistence managers and workers showed appreciation to Paul with words of thanks and praise and gifts to wish him well on his retirement.

Paul E. Amato distinguished himself as a highly skilled, innovative professional whose leadership skills are unsurpassed. His selfless contributions had a positive impact on the Defense Logistics Agency and the Defense Supply Center Philadelphia. Paul leaves behind a legacy of excellence and dedication that the hardworking people of DSCP will follow for years to come and he will be missed. We wish Paul well in his retirement.

## MARC Hits the Spot!!

The Meal, Alternative Regionally Customized (MARC) is now available from Defense Supply Center Philadelphia (DSCP)

by: Joe Zanolle\*



The MARC is the newest meal that is available from the DSCP Subsistence Operational Rations Business Unit. Unlike most of the other ration meals and programs that DSCP supports, this particular meal is not intended for consumption by the United States Military Servicemen and Servicewomen. Rather, it is intended to feed detainees of the U.S. Military Services and other local nationals.

The MARC is named after a U.S. Army Warrant Officer, Mark Sutton. Chief Sutton was one of the first warrant officers at Guantanamo Bay Naval Base (GTMO) who was responsible for feeding the detainees. He needed an affordable meal product that would meet the religious and cultural dietary requirements of the detainees. He requested that the Defense Logistics Agency (DLA) have its partners develop such a product to support this need and mission.

The Individual Combat Ration Team (ICRT) of the U.S. Army Natick Soldier Center (NSC) in Natick, Massachusetts, was able to develop the MARC upon the urgent request of DLA and DSCP. The ICRT collaborated closely with DSCP and the U.S. Navy food service personnel at GTMO to determine the salient performance characteristics and calorie requirements to maximize nutritional benefit and identify component restrictions. The MARC design parameters identified specific "prohibited products" including beef, pork, poultry, or any other animal products or animal by-products from all ration components (note: the MARC IS NOT kosher or halal certified).

The result is a self-contained, shelf-stable vegetarian meal based on the concept of other U.S. Military Operational Rations such as the Meal, Ready-to-Eat (MRE). The final product configuration includes 10 different luncheon entrée menus containing food components familiar to Southwest Asian/Middle East

populations and each is packaged in a single meal bag. There are 10 meals per case (one of each menu). The meal has a minimum shelf life of 12 months and all food components are shelf stable and ready-to-eat (no preparation necessary). Each meal has a minimum of 700 calories.

While created out of a need to support GTMO detainees, the meal also may be used to provide for other detainees and local nationals. The award for the MARC was made to SOPACK-CO Inc. of Mullins, S.C. in July 2003. DSCP's first order for the MARC was received in late October 2003. The order was for the amount that fills a 20-foot dry van with delivery to Bagram Air Base, Afghanistan (BAF).

"I think what the MARC illustrates best is the excellent teamwork among DSCP and it's partners in government and industry and our ability to tailor meals to the needs of our customers," said Rich Faso, Chief of the DSCP Subsistence Operational Rations Business Unit. "It is important that we are able to support the mission of our troops, especially considering recent world events. I am confident that the MARC will meet the need for which it was developed and made available."

For more information on the MARC, please visit the web page at <http://www.dscp.dla.mil/subs/rations/meals/marc.htm>

\*This article was written with contributions from our partners at the Individual Combat Ration Team (ICRT) of the U.S. Army Natick Soldier Center (NSC) in Natick, Massachusetts.

Joe Zanolle, (215) 737-5648, DSN 444-5648, [Joseph.Zanolle@dla.mil](mailto:Joseph.Zanolle@dla.mil).

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



## DLA's Intern Experience in DSCP Subsistence

by: Nerissa Rush

Did you know that there is an abundance of knowledge in the Subsistence Directorate waiting to be cracked? Well it's the truth, and I have experienced it first hand. As a DLA intern in the Produce CBU, I have had the opportunity to see many different areas of produce from both the Headquarters CBU level and Produce Buying Office perspectives. Unfortunately, the one thing that I am not fully exposed to are the different ways of buying various subsistence items. So my supervisor Pat Scott, Tom Lydon, CONUS Prime Vendor Chief, and myself came up with a plan that would give me that exposure.

The plan... a 5 week circuit within Prime Vendor and Rations CBUs, shadowing both Contracting Specialists as well as KO's to gain an overview of what each one does in their respective areas.

Kathy Morris (Southeast Region) laid down the foundation by preparing me with all the background needed in pre-solicitation requirements and the ins-and-outs of Market Ready Buys. I ventured over to Pat Sadgwar (Central Region) who showed me how organized and up to date she stays with detailed market research. Ray Poplas (Central Region) then takes over to give me hands on experience in preparing Top 50 market ready reports and price comparison charts. A switch of pace came about when Ray Jacquette (Northeast Region) intrigued me with proposals from vendors and videos of companies in front of Technical Panels. His wealth of knowledge helped me to link my classroom experiences with real-life Contracting. Not to mention his great sense for ties. To complete my circuit in Prime Vendor I sat with Warren Brown and Tomika Brown (West). This particular stop was one that I truly enjoyed. Under the helpful eye of Warren Brown, Tomika, a fellow intern, showed such knowledge and poise with her workload, that it was an inspirational treat to see.

My experience in Prime Vendor was such a positive one that Marta Blanco-Gunn offered to take me on in Rations as well. If you have never had the opportunity to work with Marta her vibrant personality and love for the job instantly rubs off on to you making it nothing less than pleasurable to work beside her.

Although my days in Prime Vendor and Rations were short lived it was an experience that I will savor. I recommend that any newcomer to Subsistence have the opportunity to do what I have done, especially if they are in the Contracting series. It is an advantageous learning experience.

Finally I must say a grand thank you to all that were able to make this happen and took time to sit down with me. I appreciate it.

Nerissa

# Congratulations to Our “New” Produce Buying Office (PBO) and Defense Subsistence Office (DSO) Chiefs

by: Cyndi Ayres

Todd Baxley, DSO Jacksonville: Our new DSO Chief in the beautiful sunshine state of Florida is our own Todd Baxley. Todd, prior to his promotion, served as the Produce Specialist at DSO Jacksonville where he spent many long hours at the market and at the warehouse insuring quality and service for all of his customers. Todd has ten years of government service with DSCP all of which were spent at DSO Jacksonville. As the new Chief, Todd brings outstanding customer service, procurement, and organizational skills to this office and position. Todd plans to be innovative and initiate actions at the DSO that will benefit the vendors as well as the customer and make a true partnership out of their relationship. Congratulations Todd and Lots of Luck !!!

David Edmonson, DSO Seattle: Our new DSO Seattle Chief comes to us all the way from Korea. David brings to Seattle over 29 years of government service in Subsistence. Prior to his current position as the Seattle DSO Chief, he served as the Contracting Officer Representative for the Subsistence Prime Vendor Program in Korea. As the new Chief, David brings a wealth of managerial and leadership skills to this position. Dave's motto is - Outstanding customer service and a true partnership with all our vendors are the keys to success. David believes that "Supporting our Warfighters is what we (DSCP) do." Welcome to the Produce Team !!!

Nels Johnson, DSO San Francisco: Nels has been part of our Produce Family for many years. Prior to being promoted to the Chief at DSO San Francisco, Nels served as the Produce Specialist. He was born in Ephrata, Washington and raised in Moses Lake, Washington, i.e. better known as "Potato Country USA." He graduated from Western Washington University, Bellingham, Washington with a Bachelors of Arts degree in Political Science. He started his produce career as a Commodity Grader with the Department of Agriculture - inspecting potatoes. He went on to work for the U.S.D.A. before coming to DSO San Francisco. In his new position, Nels is responsible for overseeing procurement and delivery of fresh fruits and vegetables for customers in Central California and export customers in Japan, Korea and Guam. Nels has received many awards during his 24 years of service including a Meritorious Civilian Service Award in 1994. His goal is to provide the best quality produce to our customers at competitive prices. His motto is "Keep the customers happy with great service, make sure our vendors are paid, and have employees who take pride in their work." Go Nels !!!

LTJG Joanna Kalvig, DSO Tidewater: Our new Chief at Tidewater comes to us from the USS Oscar Austin where she served as the Disbursing/Sales Officer. Her duty stations have included Dam Neck, Virginia, Keflavik, Iceland, Yokosuka, Japan, Officer Candidate School in Pensacola, Florida, Supply Corps School in Athens, GA and the USS Oscar Austin. She received her Bachelor of Science Degree from the University of Maryland Asian Division and numerous awards including the Navy Achievement Medal, 4 stars, Good Conduct Medal, 1 star, National Defense Medal, 1 star, Battle "E", Sea Service Ribbon, Overseas Service Ribbon, 4 stars and Supply Corps Surface Warfare pin. Shortly after her arrival, LTJG Kalvig found herself in the middle of Hurricane Isabel. As a result of her direction and guidance, DSO Tidewater supported all customers and weathered the storm. Welcome Aboard !!!

Fred Tidwell, PBO Nashville: After a two and a half year tour in Europe, Fred returns back to PBO Nashville to resume the duties of Chief at PBO Nashville. Fred has over twenty years of experience in the Produce business. Previously, he served as a Terminal Market Chief, a DSO Chief and a Terminal Market Office Chief in Nashville, Nuremberg, Chicago, and Landover, (now Jessup). During his career, Fred has been recognized on numerous occasions with several awards including many Special Act/Service Awards, 1998 Inspector General DoD Award, and he was a Federal Executive Board Silver Medalist in 1995 for Excellence in Government Operations and again in 1993 for Total Quality Management. In addition to his government experience, Fred also has over fifteen years of produce experience in the private sector. Fred brings a wealth of knowledge and expertise to the office. We are glad to have Fred Back in the Family !!!

Emily H. Vallente, PBO Hawaii: After a three-year tour in Europe, Emily has come home to PBO Hawaii or as "Emily" puts it -- Hawaii's TEAM (Together Everyone Accomplishes More) PBO. Emily has been with the Defense Supply Center Philadelphia for seventeen years. Accepting the position of Chief, Terminal Market for the DSCP's European Region, Emily spent three years in Germany. She is grateful to DSCP for giving her the opportunity to grow and excel to higher levels. She has had the opportunity to hold several positions within the DSCP family, starting as a clerk-typist, then moving progressively, working as a Procurement Clerk, Contract Specialist, and Produce Specialist. Emily enjoys her job and has often stated that, "Getting paid to do what she enjoys is not a bad thing". She especially enjoys going to work and considers her staff (Walter, Cindy, Kanani, Diane, Melba, Lisie, & Adelvi) as some of DSCP's finest. Emily does not want her staff to feel that 'this is just a job', but rather to feel a sense of ownership and pride in their work. Her belief is that this attitude will transcend to the customers the office serve. Welcome Home Emily !!!

James "Ken" Wilmoth, PMO Wicomico: Ken has taken over as the new Chief of Field Services, PMO Wicomico. He brings to his new position 25 years of experience in the Fresh Fruit and Vegetable Industry and has big plans for his office. Previously, Ken was the Produce Specialist/Buyer at Wicomico working with the USDA School Lunch program in North Carolina, Mississippi, and Alabama. He helped coordinate the Farm to School Program in North Carolina and is currently working with Alabama and Mississippi to develop the program in those states. He also developed a very popular special program with the Defense Commissary Agency that provided over four million dollars worth of sales in 2002 for Eastern Region Stores. Ken has thirteen years of Federal Government Service and has been honored with several distinguished awards including the Federal Executive Board Silver and Bronze Medals for Outstanding Public Service. Way to Go Ken !!!



# Subsistence Prime Vendor Kuwait

by: Terry Reynolds

Providing Subsistence to the troops during Operations Iraqi Freedom and Enduring Freedom is a challenge that the employees from the Directorate of Subsistence continue to meet. The Food Services Commodity Business Unit, OCONUS Branch, and members of DSCP Europe's Subsistence Office address each CENTCOM requirement with a comprehensive logistics plan highlighted primarily by utilizing Subsistence Prime Vendors in both Europe and the Middle-East. A wide range of products from Produce to Operational Rations to Line-Item-"A's" continues to be provided.

Initially, daily discussions were required with MTMC, DLA and JMC Team resulting with significant improvement pertaining to the movement of containers from Kuwaiti ports to DSCP's Subsistence Prime Vendor Facility in Kuwait.

Recently, primary focus has been to support troops in Iraq. Team DSCP has been present and participated with Theater Personnel regarding specific feeding plans, respective headcount projections, all respective base locations storage capability and most importantly, concerns regarding force protection.

To meet OIF Subsistence requirements, several actions were required. In an effort to improve the delivery and movement of food to our troops, a contract was awarded on May 28, 2003 to Public Warehousing Co. (PWC) to provide full line food service supply and distribution of Class 1 for cus-

tomers located in the Middle East, Zone 3, covering the countries of Kuwait/Qatar. Deployment Zone language cited in the solicitation was invoked and implemented by contract modification effective 27 June 2003, whereby providing service to authorized customers in the country of Iraq, under the on-going initiative of Operation Iraqi Freedom (OIF).

Full contract implementation date was effective 01 July 2003 and PWC is complying with all on-going processes and initiatives of customer support in the Middle East Zone for Kuwait, Qatar, and Iraq. PWC is currently responsible for receiving, storing and issuing both operation ration type items along with a growing compliment of line-item-A material to include DFAC Supplemental Items such as Pork and Seafood, MKT Enhancement Items such as Energy Bars and Theater wide support of FF&V, ice, market ready and dairy products. PWC was responsible and sourced items for the 2003 holiday season

Military convoy escorts have been mandated. Primarily, Force Protection through Military Convoy is mandatory and recommendation to a dedicated convoy support per location is being sought given successes with the 4th ID. Other challenges include defining clear policies and procedures among DLA, CFLCC, CJTF-7 and various ACO's throughout the theater. Executing LTDs is part of the process; i.e. verification that each base camp has capable storage to hold 7 days of Subsistence "Line-Item-A" is required.

The Subsistence Prime Vendor Team and Theater Personnel have partnered and have provided their respective leadership's with a recommend "roll-out" strategy. Goal is to achieve a desired end state as quickly as possible but to keep the transition from KBR to PWC seamless in terms of customer support. Given that we are already supporting over 50% of the Theater's Class 1 needs and the fact that PWC is building new storage facilities capable of meeting perishable demands, our estimates to roll-out SPV Iraq range from beginning Feb 01, 2004 and completing by May 01, 2004 starting with customers in the most dire need for Class 1.

To make this happen, members of Team DSCP have been and still are in Kuwait overseeing the current storage and transportation of Subsistence and laying the foundation for a successful Theater Wide Subsistence Prime Vendor Implementation beginning Feb 1, 2004.



# DSCP Soldier Earns Bronze Star Award

by: Bill Ernst – DSCP Corporate Communications Office

Army Chief Warrant Officer Five Richard Goodman received the Army's Bronze Star award in September for his sacrifice and participation in Operation Iraqi Freedom. Presenting the award at the Defense Supply Center Philadelphia, former Commander Brig. Gen. Gary Border pinned the Bronze Star on Goodman.

Goodman, who currently has 36-years of Army service, is currently a food advisor for DSCP's Subsistence Directorate. His exceptional meritorious achievement in support of the Defense Logistics Agency Contingency Support Team-Kuwait is recognized and certified by the President of the United States by way of Executive Order with the Bronze Star award.

"It is truly an honor," said Goodman at the ceremony. "I'm humbled to receive this award." While in Kuwait for five months Goodman's day started at 5:00 a.m. He ensured shipments of food, water, and cooking supplies reached soldiers in combat zones. His typical days consisted of 20-hour shifts to ensure that no troops went hungry or thirsty.



Former DSCP Commander Army Brig. Gen. Gary L. Border pins the Bronze Star onto Army Chief Warrant Officer Five Richard Goodman. (Photo by Nate Pierson)



## The Directorate of Subsistence Internet

by: Andrea L. Liss

There have been many of changes on the Subsistence Website. The website for our NEWSLETTERS has been redesigned to a vending machine format where you click on the newsletter you are interested in viewing. Of course the ease and ability to move about from one newsletter to another remains the same as always. In addition to the new design of the newsletter home page, the Talk Soup Newsletter has a new appearance as well. There are links established for each month for the newsletter to click on.

<http://www.dscp.dla.mil/subs/news/news.htm>

Lastly, with the newsletters website, there has been a new publication added, called the CFMS (Common Food Management System).

<http://www.dscp.dla.mil/subs/news/cfms.htm>

Also new to the Subsistence website is the inclusion of "The Menu" The Official Magazine of Subsistence". Now you can see the magazine online as well as printed, including previous editions.

<http://www.dscp.dla.mil/subs/themenu.htm>

Another modification is that VENDOR RECALLS have now been added in addition to the alfoodacts on the alfoodact website.

<http://www.dscp.dla.mil/subs/alfood.htm>

The Food Services website is CONTINUOUSLY being updated with contracts/solicitations for all of the PV regions.

<http://www.dscp.dla.mil/subs/pv/regions.htm>

The Operational Rations website has added two new meals to their Rations Meals website – the MARC (Meal, Alternative Regionally Customized) and the Medical Diet Field Feeding Supplement.

<http://www.dscp.dla.mil/subs/rations/rations.htm>

Highlights from this year's Customer Conference are online. The website address is:

<http://www.dscp.dla.mil/subs/confer/2003conf.htm>

### IMPORTANT NOTICE REGARDING SECURITY:

People may provide their name & organization, but should refrain from offering any information, especially that of a personal nature, which would make them vulnerable to contact such as their phone number, email address or mailing address, details about their background, employment, preferences or information about their family.

(For questions or web-related issues, email: [Andrea.Liss@dla.mil](mailto:Andrea.Liss@dla.mil))





## 1st Yokosuka International Produce Road Show

by: Alfred Harris

*Customers take time to smile for the camera at the Yokosuka International Produce Roadshow*

The first ever Yokosuka International Produce Road show was held under the bright Japan skies Saturday 4 October 2003. The show, which featured produce times from around the world, was a community and sales success.

Mr. John Borja, Yokosuka produce manager, working closely with the Produce Specialist for DSCP, Ms. Amelia Runde, selected various exotic and seasonal items from around the world to present to the customers for the Yokosuka Commissary. Items that were featured included US pumpkins and green mangos, Australian Navel Oranges and Honey Murcotts (tangerines), Cluster tomatoes from Canada and Tamarind from Mexico, Philippine mangos, Durian, Saba bananas, wing beans and sugar cane. In addition Dole Japan introduced three new salad items and a new cut fruit item.

In addition to the great prices and unique items Yokosuka residents were drawn to the event by the sounds of both the Nile C. Kinnick High School Jazz band and the Yokosuka Middle School band. Younger visitors to the commissary were immediately attracted to the red wig and blue shoes worn by a clown who passed among the customers leaving balloon flowers and smiles in his wake.

Smell and taste too were there to draw in the crowds. Dole gave out samples of their new salads, while nearby WEBCO, a local vendor stocker for the Commissary, gave out samples of Vanilla Pepsi, water and citrus juice. The vine tomatoes were sampled too, becoming a part of a tasty salsa. The real attraction for the day however was the Banana Lumpia, customers watched as demo personnel prepped and then cooked this tasty treat and the smell as it fried drifted towards the exchange, which drew an even larger crowd. To complete the food attractions the Band Boosters had a hotdog and bake sale near the front doors of the commissary.

Behind the scenes DeCA and DSCP personnel, along with assistance from local vendor Toyota Tsusho worked together to insure a smooth flow of product from the back room to the front of the store.

At the end of the day, with produce sales at over \$12,000.00 all could agree that this was a job well done.



## Welcome John Cuorato

New Deputy Director of Subsistence

by: Patricia A. Romeo

The Directorate of Subsistence is pleased to introduce the new Deputy Director of Subsistence, Mr. John Cuorato. In August 2003, John was selected to succeed Mr. Paul Amato the former Deputy Director, who retired on September 3, 2003.

John began his Government career in 1979 with the former Defense Industrial Supply Center (DISC), which is now DSCP's General and Industrial Directorate. He spent the past seven years in DSCP's Directorate of Medical Materiel, most recently as Chief of the Medical and Surgical Products (MedSurg) Group.

With 24 years of government experience John brings a wealth of knowledge and experience with him to Subsistence, especially in management and marketing. He has held various management positions since 1985. As Chief of the MedSurg team John oversaw the management of many innovative programs such as, prime vendor, DoD email electronic catalog storefront, as well as many readiness initiatives. His leadership of about 100 team members generated great success resulting in sales of approximately \$200M. Also, he was a recipient of the DLA Meritorious Civilian Service award for his work in contract management with DISC and the DLA Exceptional Civilian Service Award for his work in the Medical Directorate.

John holds a Bachelor's Degree in management and marketing from St. Joseph's University in Philadelphia, PA, where he graduated magna cum laude. He also holds a Masters Degree in Management from Pennsylvania State University in Management with a GPA of 3.97. He is currently DAWIA level III Certified and a member of both the Defense Acquisition Corps and the National Contract Management Association. He is also a former President of the Federal Managers Association Chapter 208.

Since being selected as Deputy Director of Subsistence, John has committed himself to attaining an in-depth knowledge of the Subsistence business. This includes working with the key players of both industry and government. He, along with Subsistence Director, CAPT Jeffery Bradley, SC, USN, work to create a fully integrated supply chain within Subsistence, while continuing to expand non-traditional business. He is also dedicated to "Team Subsistence," and has spent a great deal of time getting to know the people of Subsistence. He believes in his team, and will continue to foster the "can do" attitude that has made Subsistence successful. "The Directorate of Subsistence is a fabulous place to work. The people are hard working, dedicated, and friendly; the contractors and customers are equally dedicated – quick to share information and work together as a team. I consider myself very fortunate that Captain Bradley selected me for this challenging job."

The Subsistence team is happy to welcome John to the Subsistence family. We welcome his knowledge and expertise as well as the positive attitude he brings to his staff. As the Directorate moves forward John will work along with CAPT Bradley to provide the best possible leadership for Subsistence. We are glad to have John on board!

# National Food Audit

by: Anthony Koprivec

The DSCP Subsistence Food Service Business Unit Prime Vendor Program, lead by Mr. James Haverstick, includes a unique National Food Audit Program. This program utilizes USDA, and USDC personnel and is held in partnership with our Prime Vendors and our Customers. Each month the audit team, to include the zone's contracting officers and Regional Manager visit a Prime Vendor facility to conduct the audit. In this scenario we (DSCP Audit Team) are able to visit each prime vendor approximately three times during the life of the contract. Our goal is to visit each prime vendor on an annual basis. The audits are conducted at or near the Prime Vendor's facility to allow for maximum participation not only by our Prime Vendors' staff, but OUR customers, as the audit is conducted in the format of a training seminar. For each prime vendor contract an audit could be conducted once per contract year. This starts with the base year, and includes any subsequent years in which the government's option is exercised.

The audit is conducted by Quality Assurance representatives, Mr. Tony Koprivec, Program Manager/ Lead Auditor, and Ms. Nancy Hildreth, Lead Auditor, both from DSCP's Food Service Business Unit – NAPA, PRICING and AUDIT Branch, that is headed by Mr. John Steenberge, along with technical expertise provided by personnel of the USDA, AMS - Livestock and Seed Division - Mr. Steve Ross and Mr. Miguel Caceres, Poultry Programs – Mr. Mike Lopez, Mr. Don Dixon, Ms. Kelly Anderson and Mr. Allan Corbin, Processed Products Branch – Mr. Mike Blazejak, Mr. Jonathan Melvin and Mr. Jeffery Waite, and the USDC National Marine Fisheries Service – Mr. Brian Lynch, Mr. Dave Hildreth, Mr. Len Shanks, and Mr. Roxy Triplett.

The National Food Audit technical product review is intended to provide a platform for continuous quality improvement through a detailed review of selected cataloged items. This review enforces the already established partnership between the customer, prime vendor, and DSCP Subsistence. An informative discussion, in a training atmosphere discusses the item's physical characteristics, compliance with or deviation from established quality requirements, and other factors such as, value, market trends and manufacturing considerations. The audits are conducted in a seminar setting conducive of informational transfer between all of the players. These audits not only serve as a means for DSCP to ensure the quality of the items provided to the War Fighters and other DoD / Non-DoD customers are at an optimum quality level throughout the DSCP-HF Regions, but also provides an excellent training and informational transfer opportunity for our customers, as well as Prime Vendor staff, suppliers and manufacturers. This informational transfer starts with an understanding of the customer's needs and the tailoring of manufacturing processes to accommodate these needs. The philosophy is that together we can provide the right item at the right quality level for the right application for our customers.



A typical contract audit product review would consist of approximately 70 Meat, Poultry, Seafood and Processed Fruit and Vegetable Products. The items reviewed are derived from the items within the DoD catalog for the particular contract zone. These items are usually core items, high usage items, or high dollar value items. This group is broken out into approximately 20 Meat items, primarily center of the plate beef and pork steaks, roasts, chops, diced products and ground items. The Seafood Product review consists of approximately 20 items to include Fish portions, fish fillets, fish sticks, fish steaks, whole fish, Shrimp, Lobster, Crab, Clams and Oysters. Poultry product reviews include approximately 15 items, and Process Fruit and Vegetable products include approximately 15 items.

During an audit an item is reviewed for it's physical characteristics and compliance to or deviations from the established quality requirements, value, market trends contract compliance, regulatory compliance, item application and customer preference.



Meat Review Action Shots



Poultry Review Action Shots



Seafood Review Action Shots



Fruit & Vegetable Review Action Shots

Continued on page 26

National Food Audit

## National Food Audit (continued from page 25)

by: Anthony Koprivec

A normal audit is two days in length, normally Wednesday and Thursday time sequenced by commodity. The audit starts at 8:00 AM and runs through to approximately 5:00 PM each day. Wednesday is devoted to reviewing seafood items and fruit and vegetable items. Thursday poultry and meat items are reviewed. We try to adhere to a standardize commodity evaluation time line in order for the prime vendors to schedule their suppliers and supporting staff to attend their respective commodity evaluation.

Advance notifications are provided during the Audit date coordination process. The Contracting Officer will send a formal letter to the Prime Vendors. A new addition to advance notifications of upcoming food audits is Food Services CBU electronic publication "The Main Course" that provides info on a variety of Food Service News and upcoming events such as Upcoming Audits. The Main Course can be viewed online at the following address: <http://www.dscp.dla.mil/subs/pv/pvnews.htm>

In addition, Mini Audits have been demonstrated at the Subsistence World Wide Conference and Food Show for the last several years. This effort is primarily designed as a training tool so our customers and Prime Vendors can get an understanding of the audit procedures used, the item Quality Requirements and the opportunity to ask questions. The same DSCP, USDA, and USDC personnel (Food Team) that conduct the primary audit also conduct this mini audit.

Once an audit is completed, the Contracting Officer provides the Prime Vendor with a detailed audit report of all the findings. The report includes digital photos of each item evaluated as well as a narrative description of the evaluation observations. The contracting officer initiates an after action letter to the prime vendor requiring corrective action be taken on any deficiency uncovered during the audit. The prime vendors are required to respond to the Contracting Officer with the corrective actions taken and those to be taken with a time line for corrective action completion for each deficiency uncovered during the audit. The corrective action response also includes those actions taken on the quality assurance process that caused the deficiency to occur in the first place.

Items with serious quality and or legal issues are immediately suspended from distribution on our contracts and an immediate re-catalog is done with our customers to find an acceptable replacement.

It's been my experience in conducting these audits that the majority, if not all, of our prime vendors takes immediate corrective action on the deficiencies uncovered during the audit. In many instances corrective actions are taken prior to the DSCP Team leaving the facility.

Since the inception of the audit program I have seen a number of value item improvements since the start of the audit program. Industry has stepped up to the plate and in some instances have developed special process to support our war fighters. Packaging has changed to be user friendly. My favorite example is as follows:



Before

After



Prime Vendors and suppliers have created special code marking specific SKU's to identify contract compliant product as well as changes in packaging. A few examples follow:



Value improvements have also been made in the products through informational transfer during the audit and customer awareness of plate costs vs. item costs.

The Subsistence Prime Vendor Program is a vast improvement over the previous food service logistics system. Our customers have echoed similar statements over and over again. The PV program offers the customer a wide variety of choices and quality levels that include Branded items, both National Brand and House Brand, as well as many regional-type items. The customers can modify the delivery frequencies based on their needs, and have access to many service – related features such as menu planning, food service training material and point of sale material to enhance their food service operations. Prime Vendors as part of their normal customer service operations provide mini food shows to the Food Service staff to keep them abreast as the changes in the food service commercial sector, this is one area that our customers are able to utilize this information to make cost saving alternatives. In my humble opinion, Service, Fill rate level and error recovery time are the most important strengths of the prime vendor program. These areas distinguish the customer's view of high performance.

Prime Vendors normally inventory a huge number of food items and it often becomes a logistical nightmare to control and ensure that the quality level is consistent for each line item. In many instances I've seen items that a prime vendor felt they were purchasing to be completely different than what they actually received when the items were evaluated. The control of quality variation when utilizing different suppliers is an area that needs some improvement. Another area that needs some improvement is cataloging the right item at the right quality level for the desired application for both the customer and prime vendor. In many instances this area becomes a trial and error application. When an item does not fit the food service application the ordering of that item ceases and subsequently the item sits in inventory; communication is obviously the key to success.

As with any major program there are areas that need improvement, but by far The Subsistence Prime Vendor Program is light years ahead of the previous food service logistics system. POC: Anthony. [koprivec@dla.mil](mailto:koprivec@dla.mil) -The Quality Guy Phone- 215-737-3878