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## ORGANIZATION BACKGROUND

**1. What is your Mission?** The Defense Supply Center Philadelphia (DSCP) provides worldwide logistics support for the Military Services as well as other Federal agencies, specific civil agencies, friendly foreign governments, international organizations, and others, as authorized. DSCP is dedicated to providing this support in an efficient and effective manner, faster, better, and cheaper, around the clock and around the world.

**2. What are your primary strategic goals and objectives?** The DSCP primary strategic goals are: (1) consistently provide responsive, best value supplies and services to our customers, (2) reduce costs, improve efficiency, increase effectiveness, and (3) ensure our workforce is enabled to deliver and sustain world-class performance. These goals identify the major thrust areas for the organization and serve as the basis for the development of objectives by directorates/offices in their business (action) plans. The use of the Balanced Scorecard approach in development of the strategies and objectives helps ensure that DSCP balances the needs of the stakeholders. See chart below on a sampling of key strategies and supporting objectives for DSCP Corporate Office, General and Industrial (G&I), Subsistence, Medical, and Clothing & Textiles (C&T).

Balanced Scorecard Quadrant	Selected Strategies	Selected Objectives
I. Customer Perspective.	Focus, manage, and measure logistics support by customer segment, based on customer needs. Ensure seamless logistics support.	Develop/implement support plan for all combatant commanders by 2/03 (G&I). Increase the use of long-term contractual arrangements to 100% (Subsistence).
II. Internal Process Perspective.	Maximize supply chain effectiveness and efficiency.	Execute strategic sourcing improvements by 2/03 (G&I).
III. Learning & Growth Perspective.	Deliver the proper knowledge and skills to meet the Center's commitment to its customers.	Implement succession planning for key positions in FY 03 (DSCP).
IV. Financial Perspective.	Grow Sales.	Increase sales by a minimum of 10% each year (Subsistence).  Increase sales by 5% of remaining DoD market each year (Medical Materiel).  By FY 05, increase sales by \$125M (C&T).

### Key Strategies & Supporting Objectives

Progress on specific objectives is monitored at commodity and corporate Board of Director (BOD) meetings. Through the monitoring process, the commodity and staff offices continually review and modify the business/action plans as necessary.

**3. Who are your primary customers?** Our primary customers are the U.S. Military Services including the Army, Navy, Air Force, Marine Corps, all of the Federal and civilian agencies, and selected foreign countries. A detailed list of customers for each of our commodity directorates is on the next page.

**4. What is your primary product or services?** DSCP is responsible for providing a variety of logistics, acquisition, and technical services in peace and war. These services include the procurement of clothing and textiles, medical equipment and pharmaceutical supplies, rations, and general and industrial items. We provide items of supply ranging from general hardware items and weapon system parts to clothing such as battle dress uniforms and footwear. A list of selected typical products for each of our commodity directorates and our principal customers and their requirements is shown on the next page. In FY 01, DSCP sold over \$6.2 billion of clothing and textiles, subsistence, medical supplies, and general and industrial items to our approximately 25,000 worldwide customers.

**5. How many employees do you have in your organization? (List by type of employee: i.e., Federal Government, contractor, etc.)** Our organization has 3,034 federal civilian employees, 71 military personnel, and 85 contractor support personnel. DSCP Organizational Chart is on page v. Our employees work under 54 different job classifications with 64 percent of our work force specialized in acquisition and supply chain management. The remaining 36 percent work in support roles. The American Federation of Government Employees (AFGE) represents our work force with 16 percent dues-paying members. Located in Philadelphia, Pennsylvania, DSCP also maintains additional offices at DSCP-Pacific, Pearl Harbor, HI (approx. 80 personnel), and at DSCP-Europe, Mainz Kastel, Germany (approx. 120 personnel). DSCP manages over 43 field offices throughout the United States, Europe, and the Pacific (with an average of 2 - 3 field representatives at most sites). We are a diverse organization. Chart below shows our demographics.

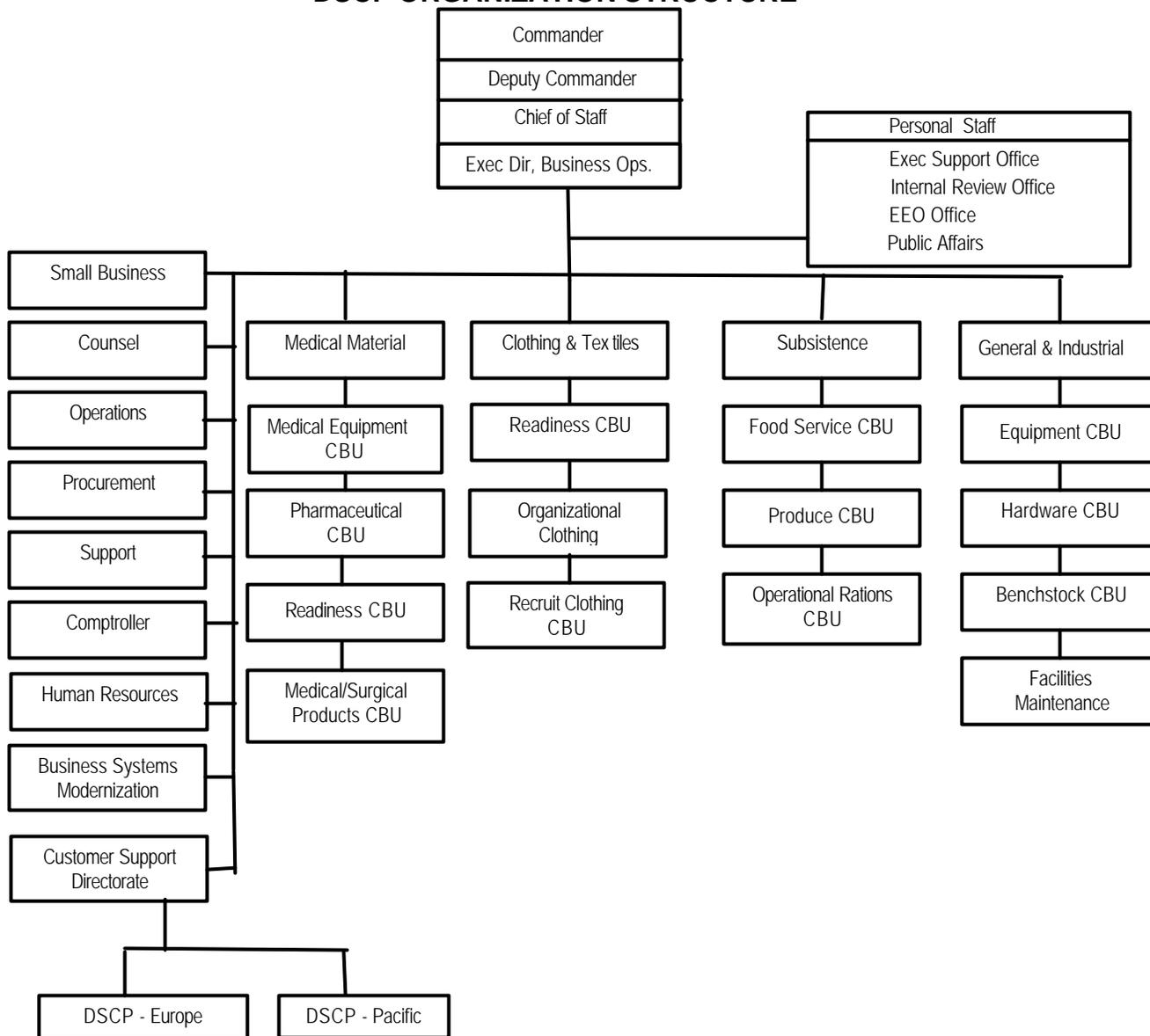
Gender	Male 43 %	Female 57 %		
Race	White 70 %	Black 26 %	Hispanic 2 %	Asian 2 %
Education	High School & Less 32 %	Less than Bachelor's 26 %	Bachelor's Degree 33%	Master's or higher 9 %

**DSCP Demographics**

Commodities	Principal/Typical Products	Principal Customers		Customer Requirements
		DoD	Non-DoD	
<b>Clothing and Textiles.</b>	Military Uniforms, Uniform Accessories, Footwear Items, Tents, Blankets, and Special Purpose Equipment.	Over 14,000: Army, Navy, Air Force, and Marine Corps.	Over 1,000: Coast Guard, General Service Administration, and NATO.	Military specifications. Readiness. Cost.
<b>General and Industrial.</b>	Wood Products, Food Service Equipment, Imaging and Information, Marine Lifesaving and Diving, Fire Fighting, Move and Store Material, Building Materiel, General Hardware, and Metals and Metal Products.	Over 18,000: Army, Navy, Air Force and Marine Corps.	Over 2,700: Coast Guard, National Aeronautics and Space Administration, and Foreign military	Availability. Cost. Response Time. Quality. Ease of Doing Business.
<b>Medical Materiel.</b>	Medical Equipment, Dental Equipment, Optical and Laboratory Items, Drugs and Other Pharmaceuticals, Biomedical System, and Medical/Surgical Items.	Over 8,500: Military Medical Treatment Facilities and U.S. Army Medical Materiel Command, Europe	Over 400: U.S. Public Health Service, Dept of Veterans Administration, Washington DC hospitals, Center For Disease Control, Federal Bureau of Investigation, Dept of Interior (Bureau of Indian Affairs), and U.S. Coast Guard.	Availability. Cost. Quality. Response Time.
<b>Subsistence.</b>	Food Items, Fresh Fruits and Vegetables, Dairy Products, Juices, Humanitarian and Operational Rations.	Over 2,000: Army, Navy, Air Force, Marine Corps, and Defense Commissary Agency.	Over 10,000: Dept of Agriculture, Federal prisons, Job Corps, Dept of Interior (Bureau of Indian Affairs), and school boards.	Readiness. Customer Service. Availability. Freshness of Fruits and Vegetables.

**Product/Service/Customer Requirement Matrix**

## DSCP ORGANIZATION STRUCTURE



NOTE: Commodity Business Units (CBU) provide our customers with “one-stop shopping.” The CBU staffs are fully equipped with four core competencies necessary to serve our customers: Supply Management, Contracting, Technical Services, and Quality Assurance.