APPENDIX J

LOGISTICS SUBPLAN

1. Purpose. This appendix provides the general policy and procedures for the execution of quality control (QC) and quality assurance (QA) activities in the Logistics Management Office (LMO), Detroit District.

2. Applicability. This plan applies to all supply, transportation management, maintenance management, property management, and facility management in the Detroit District.

3. References

   a. AR 5-1, Total Army Quality Management, dated 15 March 2002

   b. ER 700-1-1, USACE Supply Policies and Procedures, dated 1 December 1995

   c. ER and EP 750-1-1, USACE Maintenance, dated 30 January 1997

   d. Logistics Inspection Review Checklist, 10 February 1995

   e. CELRD Management Control Plan FY 95-99, 3 December 1997.

4. LMO Quality Control Responsibilities

   a.   LMO Objectives. The Chief of Logistics Management Office will be responsible for following logistical quality control processes and business procedures which assure service and product quality. These processes and procedures will integrate and complement the quality management features of the district management control plan.

   b.   Quality Control Activities.   The Chief of the Logistics Management Office Detroit District shall have overall responsibility for the technical quality of services and processes managed within the office. Logistics personnel may be involved in QC efforts of other District functions, and may participate on various teams and audits as required.

5. Continuous QC Improvement. LMO will identify process strengths and weaknesses and continuously work to improve them through self-evaluation and corrective action of the LMO quality indicators in Exhibit J-1.

6. Quality Assurance Responsibilities. Using periodic quality assurance oversight, the Detroit District logistics program managers will perform surveillance over contractual activities to evaluate timely and effective accomplishment of the contract requirements, review compliance with prescribed procedures and provide staff advice and assistance.

a. Logistics Management Office. Publish QA/QC indicators among the LMO staff to assist continuous improvement efforts. Solicit and incorporate staff input. QA/QC ideas, innovations, and suggestions will be gathered from the Logistics Management Office staff through periodic consultations and daily interaction. This input will be used to improve all logistical operations.

c. Total Quality Program. The Detroit District Logistics Management Office will promote a total quality program that includes the tools and indicators mentioned below.

(1) Reports of survey status, GSA vehicle utilization, hand receipt inventory status, administration sq. footage/FTE.

(2) SATO, vehicle dealerships, GSA facility contractors, systems furniture contractors, freight shipping companies and movers comments will be analyzed and appropriate policy changes implemented.

(3) Contractors technical capabilities will be monitored by the quality of work performed.

(4) Quality assurance audits will be performed by Division staff. Recurring, special reports, and other supplemental information will be used in the assessment and evaluation of the Detroit District Logistics Program.

7. Customer Orientation

a. Customer Identification. LMO identifies both internal and external customers as any person or group to whom we supply goods or services.

b. Customer Interaction. LMO interacts with customers by understanding customer expectations, responding to customer calls quickly and professionally, and striving to be an expert in the services we provide.

LMO QUALITY INDICATORS

Functional Area	Processes Used to Accomplish	Quality Indicator
Transportation Management	GSA vehicle usage	Utilization of vehicle usage should = or exceed 85%
Property Management	Annual inventory of hand receipt accounts	100% of hand receipt accounts inventoried and reconciled annually
Facility Management	Space Utilization	Administrative square footage/FTE used is less than 162 square feet