



The C-5 has an upper deck with accommodations for 75 troops, a crew of five, and a rest area for 15 people. In the lower deck, the C-5 can transport vehicles, cargo, weapons or other aircraft.

Building the future force



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Mass transit still going strong



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ROBINS REV-UP

October 14, 2011 Vol. 56 No.41

Special Report



WE DID IT!

Team Robins reached a number of milestones and achieved a number of successes in fiscal 2011. There are far too many accomplishments to list them all, but this special issue of the Robins Rev-Up will highlight some of the most important breakthroughs made by base people this year.

What would you say if I told you that in fiscal 2011 we:

- Started fiscal 2011 with 25 late aircraft and started fiscal 2012 with zero;
- Abated 37 of 39 OSHA citations;
- Were the first logistics readiness squadron in the Air Force to complete 100 percent Nuclear Weapons Related Material inventory;
- Achieved our lowest Non-mission capable supply hours for C-5s in 21 years;
- Produced a record nine C-130s sold in September;
- Brought 33 UH-1N grounded aircraft to operational status in about a month?

I'd say, "We did it, and it took all of Team Robins working together to produce such a banner year." But the story doesn't end there, it's just the beginning.

Just a year ago there was much concern about aircraft production, safety issues, customer satisfaction and meeting expectations. While there will always be room for improvement, things are looking up.

Maj. Gen. Robert McMahon is very optimistic about the accomplishments base personnel have made.

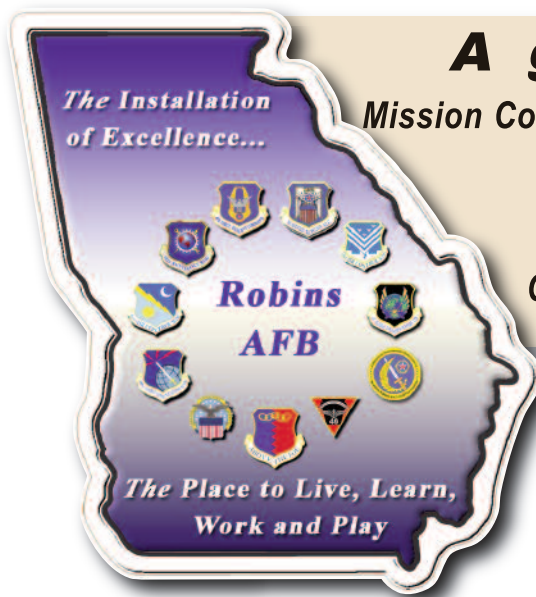
"I congratulate you all for a great year," said McMahon, Warner Robins Air Logistics Center commander. "Working as a team you've made great strides, and the Center is far ahead of where it was a year ago.

"This is definitely a team sport, and we must be committed now more than ever to prioritize and determine where to apply our energy and resources. We're at the beginning of a new journey and we must accelerate to deliver as a team."

While we have achieved numerous accomplishments, the following is just a snapshot of our successes in fiscal 2011.

Occupational Safety and Health Office

- Abated 37 of 39 OSHA citations;
- Established Hazard Reporting Tool which allows employees to electronically report safety and health hazards and allows union representatives along with man-



A glance inside

Mission Control Room heart of ALC mission – Page 2

402nd keeps warfighters flying – Page 3

Safety, health priority one – Page 4

Center, Boeing celebrate contract – Page 6

C-5 flaps showed an increase in production of 20 percent – previously a major constraint to the C-5 programmed depot maintenance line.

78th Air Base Wing

- First LRS in the Air Force to complete 100 percent Nuclear Weapons Related Material inventory;
- Processed 100 percent identified unliquidated obligations expense credits resulting in \$8.5 million available for new and unplanned critical requirements;
- First Fire Department in Air Force Materiel Command to achieve Gold Star VPP status;
- Medical Group's no-notice inspection yielded zero findings and resulted in Excellent score of 90;
- Led \$2.1 million second-generation wireless Local Area Network project; installed access in 50 buildings and increased C4 access by 25 percent;
- Deployed more than 2,000 Airmen from Robins with zero discrepancies;
- Security Forces Squadron secured 175 ammunition shipments, including 13,000 pounds of multi-class ammunition for critical U.S. Transportation Command effort.

Aerospace Sustainment Directorate

- Achieved our lowest Non-mission capable supply hours for C-5s in 21 years;
- Highest C-5 Aircraft Availability in six years;
- Highest C-5 Mission Capable rate in seven years;

▶ see WE DID IT!, 9

agement to participate in resolution of hazards.

402nd Maintenance Wing

- Began fiscal 2012 with zero late aircraft;
- Reduced prior year carryover 88 percent from \$638 million to \$78 million;
- Produced a record nine C-130s sold in September;
- Software Maintenance Group delivered customer requirements 97 percent of the time on or below cost and 97 percent of the time on or ahead of schedule;
- Aircraft Maintenance Group produced 181 aircraft in spite of 25 carry-over aircraft at beginning of fiscal 2011;
- Maintenance Support Group developed a non-destructive test method for the Gore-Tex Fuel resistant suit benefitting more than 9,000 employees;
- Electronics Maintenance Group produced more than 1.7 million hours and exceeded its budgeted hours by 5 percent. Repaired more than 65,000 units and calibrated 32,000 pieces of equipment
- Commodities Maintenance Group's maintenance items subject to repair rate increased by 17.8 percent; routed on-time delivery increased by 10.4 percent; and



Page Two

Air Force building the future force

BY MITCH GETTLE

Air Force Public Affairs Agency

WASHINGTON – Changes are coming to the Air Force and officials are working with the Department of Defense to prioritize current and future resources as part of a national priority to reduce spending.

In the spring of 2010 the Defense Department began a comprehensive effort to increase efficiencies, reduce overhead costs and eliminate redundant functions in order to improve the effectiveness of the DOD enterprise.

This effort focused on reprioritizing how DOD can use resources to more effectively support and sustain the total force and most importantly the warfighter.

According to the Secretary of the Air Force, Michael Donley, the Air Force is following that guidance.

“We have been examining the full spectrum of operations – from base-level to headquarters – to develop efficiency initiatives that streamline and right-size the organization and redirect resources where we need them most to forge a leaner, more-effective Air Force,” said Donley.

Air Force leaders are also focused on shaping the force within the established

budgetary guidelines.

“We can’t afford business as usual,” said Donley. “We are developing new ways of doing business as we build the Air Force of the future.” The future force will reflect reductions in some areas and growth in others, he said.

“We will need to reduce overhead and consolidate wherever possible to meet budget targets,” said Chief of Staff of the Air Force Gen. Norton Schwartz. “We will have to make difficult choices.”

To begin shaping the workforce to meet future needs, the Air Force implemented hiring controls in May, followed by a 90-day hiring freeze in August, and Voluntary Early Retirement Authority/Voluntary Separation Incentive Program offerings in September. Mandated by the fiscal 2012 budget, these actions are designed to accommodate the reduced growth in the civilian workforce by allowing the Air Force to consider where new positions will best support future missions and where current tasks need to be eliminated or reduced.

As the Air Force approaches the end of the 90-day hiring freeze in November, and employees approved for VERA/VSIP approach separation by Dec. 31, the Air

Force will consider what additional measures may be required to meet future needs. Air Force members should expect continued workforce shaping measures, affecting military, civilians and support contractors.

Some of the consolidation and shaping includes organizational changes at the MAJCOM and installation level.

“Air Force organizations and installations of the future may not operate the same tomorrow as they do today,” said Schwartz. “In fact, we are considering a restructure of AFMC – our largest employer of civilians – to standardize processes, streamline decision making and align missions for more effective operations. The new structure will focus on reducing overhead costs and redundant layers of management while largely protecting the command’s rank and file workforce.”

Given the scale of the coming reductions, functional communities are taking a look at their processes seeking opportunities to streamline operations, Schwartz said. Additionally, Air Force leaders have been examining numerous base-level support activities, looking for better ways to support Air Force missions.

According to Schwartz, the Air Force will establish new baselines for many

functions across the Air Force.

The Air Force will also focus on providing the essential services members need and taking more advantage of local communities and the valuable services they provide for Airmen and their families. For example, some services commonly available on installations, but are either not financially viable or not often used, may be consolidated or closed in order to redirect resources to other places where Airman and family needs are greater, he said.

The Chief Master Sergeant of the Air Force James Roy expressed confidence in the ability of Airmen to adapt to change as the Air Force evolves.

“As specifics of these challenges start to take shape, I’m confident our Airmen will exceed all of our expectations,” Roy said. “In the end, we will remain the world’s finest Air Force.”

“These are challenging times, but we have a unique opportunity to shape the future of America’s Air Force, and we are committed to doing everything possible to balance fiscal responsibility with our investments in our people and the nation’s defense,” said Schwartz. “I have no doubt our Airmen will rise to the challenges before us.

Special Report

Mission Control Room a new tool for success

The Warner Robins Air Logistics Center’s successes in fiscal 2011 – from safety enhancements to on-time delivery of aircraft – are attributable to a number of things, including the fact many are embracing change and working to move the organization closer to its vision of being a “World-Class Center of Acquisition and Sustainment Excellence.”

They’re also attributable to the center’s Mission Control Room, which opened in July.

The room is where center senior leaders meet each week to discuss what their individual teams are doing to help the center achieve its vision of being “A World Class Center of Excellence.”

It doesn’t have a conference table, computers or telephones. What the room does have is a num-

WHAT TO KNOW

Two NASA-type clocks in the mission control room are on a business change count down instilling a sense of urgency in senior leaders and the entire Center workforce.

ber of charts on the walls.

The charts track such things as on-time delivery, safety, quality, cost-cutting measures, continuous process improvement initiatives and more. During the weekly meetings, senior leaders have to provide an account of their individual team’s progress in those areas.

When the room opened, Maj. Gen. Robert McMahon, center commander, said “The expectation (of the MCR and the meeting format) is that peers will be very hard on peers.”

Other important features of the room are two clocks.

Similar to timers NASA used to count down to a shuttle launch, the clocks are fixed on the center’s focus areas and are counting down days, hours, minutes and seconds to two different dates.

One is counting down to July 2012, when everyone working at the ALC should be consistently exceeding warfighter and customer expectations.

The other is counting down until July 2014, when the center should lead the Department of Defense in cost management and Continuous Process Improvement should be a way of life in every level of the organization.

They’re meant to instill a sense of urgency not



U.S. Air Force file photo by SUE SAPP

Maj. Gen. Robert McMahon, Warner Robins Air Logistics Center commander, in July discusses the uses and importance of the Mission Control Room to a group of center employees.

only in the senior leaders but the entire workforce that there’s not an endless amount of time for the Center to do those things.

– 78th Air Base Wing Public Affairs



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Special Report

402nd MXW keeps warfighters flying

BY JENNY GORDON

jenny.gordon.ctr@robins.af.mil

The 402nd Maintenance Wing's fiscal 2011 successes couldn't have been accomplished without the continued collaboration of mission partners across the base.

Moving forward into fiscal 2012, the wing began the year with zero late aircraft and zero unplanned carryovers, compared to 25 unplanned which carried over into fiscal 2011. A total of 181 aircraft were produced in fiscal 2011.

As there are too many to list, accomplishments are highlighted by various aircraft weapons systems.

F-15s

The F-15 weapons system produced 67 aircraft in fiscal 2011, which included three carryover aircraft from the previous year, and one unscheduled maintenance of an F-15E from Seymour Johnson Air Force Base, N.C., which



caught fire as the result of a bird strike in one of its engines. The 6,000-hour effort resulted in the removal and replacement of the rear part of the jet, something which had not been done at Robins for 15 years.

The fuselage required a modification in order for 220 engines to be installed, which was originally designed for 229 engines. This replacement fuselage came from a warehouse at Robins, saving the Air Force \$8 million on repair costs. Scheduled completion by December 2011 is on schedule.

A total of 22 aircraft successfully went through an extensive re-wiring process in the past year, in addition to programmed depot maintenance; a typical rewire package is about 5,000 hours. Continued efficiencies in reducing hours to complete a rewired aircraft resulted in a 37 percent improvement.

"A recovery plan implemented in December 2010 and several AFSSO21 initiatives led to significant production improvements," said David Smith, 561st Aircraft Maintenance Squadron deputy director.



C-5s

On C-5 aircraft availability, PDM work-in-progress fell from 17 to nine aircraft. With the completion of more than

325 Continuous Process Improvement events, flow days were cut from 400 to 300 days, resulting in on-time deliveries that increased 50 percent.

The 559th Aircraft Maintenance Squadron processed three unscheduled depot-level maintenance aircraft. This included two tail swaps, and 16 cracked aileron hinge-fitting repairs.

Of note, the squadron does a lot of this type of repair on planes which would otherwise have been out of commission, said Dave Nakayama, 559th AMXS director.

"The team is coming together," said Nakayama. "We only got here because of everyone pitching in. This year will take even greater teamwork to continue these improvements – kudos to the team."

C-17s

A total of 30 aircraft were maintained and delivered from the 562nd Aircraft Maintenance Squadron, finishing fiscal 2011 with a 100 percent due-date performance.

It was a successful year with the C-17 squadron, as their partners in the Aircraft Maintenance Support Squadron painted more C-17s than at any other time for a total of 19 aircraft. They're scheduled to paint 27 C-17s in fiscal 2012. Fourteen were painted in 2010.

Wayne Ayer, 562nd AMXS director, echoed the sentiments of squadron leaders, who maintain their jobs could not be accomplished without horizontal integration from mission partners, including the support of numerous support squadrons from throughout the center.

"They've all done an exceptional job in delivering us the support we need so we can deliver the aircraft back to the customer on time," said Ayer.

While the workload and squadron continues to grow to meet future challenges, Ayer said its workload will go up almost 400,000 man hours in fiscal 2012.

The squadron plans to start up its extended range modification efforts, which in turn will add 1,000 nautical miles of unrefueled capability to the C-17, replacing a major system on the aircraft, said Ayer.

"We're proud of the mission that we perform here," said Wayne Ayer, 562nd AMXS director. "We understand the direct impact that we have on the warfighter's mission each and every day."



C-130s

During fiscal 2011, 66 aircraft were produced with C-130 programmed depot maintenance and modification lines.

"C-130s had a reduction in work-in-progress by 28 percent in fiscal 2011," said Chris Barkley, 560th AMXS deputy director. "We went from 51 aircraft on station at the beginning of the year to 37 on the last day of the fiscal year."

He also added, "Customer-reported defects were also reduced by 69 percent from an average of 11.2 per aircraft."

Barkley highlighted the fact there were 27 projected late aircraft starting off the year; however, the year ended with zero late aircraft. September 2011 was the best month on record since April 2007, with nine aircraft produced.

The squadron also oversaw the success of the first C-130J to undergo a new Progressive Maintenance Program, which departed Robins Sept. 28.

Balancing people to workload

While the collaborative efforts and innovative actions taken to get aircraft production on track are too numerous to address, there is one area that stands out.

"The balance of personnel to workload requirements was crucial to our success this year," said Col. Randy Burke, 402nd Aircraft Maintenance Group commander. "Since May 2009, we've hired 1,359 people in Aircraft alone. Having the right number of personnel to accomplish the scheduled workload has had a significant impact on our ability to overcome obstacles created by undermanning in years past."

To accomplish the hiring necessary to support the increasing Aircraft workload, the 402nd MXW established a Wage Grade Helper Formal Training Program to address the projected Robins shortage of about 800 aircraft mechanics and sheet metal workers.

This partnership with local educators and commitment to excel by the employees and AMXG leadership has contributed to the success in fiscal 2011 and has postured the workforce for the future.

The advancements made during the past year have the Aircraft team poised to tackle the 95 percent on-time delivery goal for fiscal 2012.



Environmental team successes, energy highlights of fiscal 2011

BY JENNY GORDON

jenny.gordon.ctr@robins.af.mil

The 78th Civil Engineer Group is the 2011 recipient of the Gen. Thomas D. White Environmental Quality Award, an honor also won in 2010.

Ongoing activities include conducting environmental training and awareness promotion, developing urban forestry and wildlife management programs and protecting wetlands, to name but a few.

Planning efforts continue to enhance wildlife habitat, reduce grounds maintenance costs and reduce pesticide use.

Landscaping plans included emphasizing native, low-maintenance species, and using a wildlife sightings database to clarify population trends and predict nuisance

animal issues.

Habitat improvements included renovation of the fish population at Scout Lake, using trap and relocation techniques to remove problem geese flocks, and conserving – not removing – wildlife whenever it is possible.

Weekly surveys also continued to identify areas of erosion, wildlife concerns, wetland issues and water conservation.

Volunteers helped remove trash from the three base lakes, half of which has been recycled. Through annual restocking of the lakes, 40 acres for fishing has been maintained.

Promoting conservation education has been successful through volunteer projects, distributing educational materials and mentoring.

Since partnering with the Clean Air Campaign in 2007, Robins carpoolers have reduced 1,700 tons of pollutants.

A change in the past year, the 78th CEG has moved to an Environmental Safety Occupational Health Compliant Assessment Management Program, using a staggered approach in working with units across base.

"This makes it more efficient for us and for our customers and mission partners. Now we can work around their schedule if they have any major events scheduled," said Alexander Stokes, 78th CEG director of asset management. "This is a real win-win for everyone."

On another note, with the Air Force mandating a 30-percent energy-reduction goal by the end of fiscal 2015, the energy

office encourages offices to use best-management practices to reduce energy, and for everyone to be mindful during daily routines.

During fiscal 2011, Robins reduced its total reportable energy intensity by 2.5 percent compared to the previous year, and 1.3 percent compared to the fiscal 2003 baseline. Energy intensity is the amount of energy consumed per building square foot.

Also, despite a hot summer, Robins decreased total electrical energy consumption by 1.1 percent, compared to fiscal 2010.

Continuing to move in a positive direction, during the July 4th "Energy Day," the base had a 21-percent reduction in energy costs compared to the 2010 July 4 energy day.

Think twice, energy has a price.

Special Report

Safety and health are priority one

Workplace Safety and Health successes attributed to center-wide teamwork efforts

BY JENNY GORDON

jenny.gordon.ctr@robins.af.mil

When the Center's Workplace Safety and Health Team first met March 2, its mission was a monumental one.

Tasked to immediately address 39 citations issued by OSHA during an earlier period of several months, the business of taking care of people would continue, as team representatives from across the center met to discuss and implement safety measures to ensure a safer work environment.

The team's successes since then speak to the collaboration of many across the center, including union, maintenance, civil engineer, bioenvironmental engineering, base safety, and additional environmental representatives.

To date, the team has been successful in establishing processes to gain compliance with OSHA regulations. Of the 39 citations, 37 have been abated.

Highlighting a few key accomplishments, as there are too many to list, before moving forward the team needed to first document all processes that originated from the 44 buildings where industrial processes are conducted.

Once a process is identified to the bioenvironmental engineering office, surveys are conducted to ensure the process has proper engineering controls and adequate personal protective equipment is used. The team was able to identify any inconsistencies among surveys and group them on one spreadsheet.

"We went in categorizing and capturing all the personal protective equipment required of those processes," said Scott Edge, 402nd Commodities Maintenance Group chief engineer and team member. "It was a big effort. What it did was give us a baseline for where we are generating hazardous materials so we could control them."

Proper fall protection was a key point. When a maintainer works on a piece of equipment, it was found that many times they would work above a 4-foot level, which was previously the Air Force standard. As a result, more than 4,100 pieces of equipment were assessed to determine what fall protection equipment would be needed.

That work was catalogued, and plans were put in place to address the issue across maintenance.

Formerly using a dry-sweep method to clean, new regulations were put in place to move to mopping work areas.

However, with that came dirty water containing chemicals which in turn must be properly disposed. As a result, new collection points were established.

Maintenance shops are now following housekeeping checklists. This can include for example, following guidelines when to sweep, mop, dust, etc.

"We developed, implemented and deployed a standard housekeeping plan for all the shops in the maintenance wing," said Edge. "It was important to standardize to make sure we had control of those processes across the Center."

A dust containment directive was also successfully enacted,

which was critical in gaining control of dust-generating processes to decrease the amount of contaminants escaping into work areas.

A few communication activities included the creation and distribution of instructional videos to educate the workforce. For example, a video was made on getting in and out of personal protective equipment; decontamination procedures; and properly maintaining vacuums.

Weekly safety and health tips were published, and visual aids were developed which highlighted the seven tenets of safety, fall protection and various procedures – all of which have received positive feedback, said Edge.

Additional accomplishments included air and swipe-sampling visual management, sanding booth modifications in multiple facilities, and continuing to make sure record keeping was in OSHA compliance.

The team also expanded housekeeping and dry sweeping safety grams, which helped address ongoing solutions to new or existing practices in the workplace.

Looking across the Center's maintenance shops, there have been many positive visual changes. But overall, Edge said it would be important to continue to build trust and maintain good rapport and communication between the workforce and management.

"I think we have made tremendous progress in doing that," he said.



U.S. Air Force file photo by SUE SAPP

Ronnie Gadola, 574th Composite Repair Flight sheet metal mechanic, displays a Purflo helmet, part of a new generation of respirators used at Robins.



U.S. Air Force file photo by RAYMOND CRAYTON

George Pierce, right, 574th Composite Repair Flight director, and Ray Fisher, sheet metal worker; discuss advantages of containment bags which help reduce dust migration.



U.S. Air Force file photo by TOMMIE HORTON

Lyndon Baines Johnson, 402nd Commodities Maintenance Group Fuel Cell Repair Shop mechanic, inspects a fuel cell bladder. Johnson came up with a new process of repairing and replacing the bladders which helped solve an OSHA citation.

Special Report

Mass transit initiatives still going strong

BY JENNY GORDON

jenny.gordon.ctr@robins.af.mil

Robins was recognized earlier this year by the Clean Air Campaign for its mass transit efforts.

The 78th Air Base Wing received a nod in August as a finalist at the organization's 2011 PACE Awards, conducted in downtown Atlanta.

The recognition was given in the Government Champions Initiative – Public Sector Employers category.

The award highlights public sector employers that have developed innovative approaches to reducing traffic and improving air quality, while enhancing operations that foster increased use of alternatives to driving alone.

The PACE Awards recognize some of the best commute option programs in Georgia dealing with cleaner air and less traffic.

At Robins, the BiRD, or Buses into Robins Daily, program has received positive reviews since it began in November of 2010.

Nancy Moody, a human resources specialist with the Directorate of Personnel, has been riding BiRD from the Macon Centreplex since the beginning.

"I was tired of putting miles on my car because it's paid for," said Moody, who rides four to five days each week. "I wanted it to last as long as possible."

Moody, who has made friends with other riders during her 45-minute commute, described the ride as relaxing. She catches the 8 a.m. bus from downtown Macon, and rides back home from Robins each day about 5:30 p.m. During the ride to and from work, she is able to sit back, relax or even read a book, while not worrying about high gas prices.

Reimbursement incentives were also key. She offered the BiRD alternative to anyone who may be one step away from seeing what it's like.

"The clientele are people from the base; it's not your typical bus," she pointed out.

Partnering with the Macon Transit Authority, three buses commute five days a week from the downtown Macon Centreplex, making a total of 12 stops along a route across base.

There are five designated off-base stops as well.

Riders pay \$3 for a one-way trip, and \$6 round trip. They are encouraged to enroll in the Transportation Incentive Program and can receive fare reimbursement in the form of a voucher from the Department of Transportation. To date, there are 635 applicants in TIP.

Ridership numbers saw a positive growth during several months after tracking data first began. In December 2010, there were 214 BiRD riders, increasing to 444 in March, and 869 riders in May. In the last year, June included a record number of 939 riders.

Since more than 62 percent of Robins' military and civilian employees live within Houston County, the emphasis in the future will be on creating programs where more of those residents can catch a ride to work.

"If we can capture mass transit to come from the south or west, then it will be even more successful," said John Pugh, 78th Mission Support Group deputy director, who is a carpool rider.

"The beautiful thing about mass transit is that you don't have to ride it every day."

Changing the culture and the idea of riding a bus to work also needs to be continuously addressed.

"Once people try it, they will see that it does work and can meet their schedule," he said. "It is something that we need to take seriously."

Another successful initiative has been the vanpool program, which has been ongoing for years.

There are currently 19 companies par-



U.S. Air Force file photos by SUE SAPP

At Robins, the BiRD, or Buses into Robins Daily, program has received positive reviews since it began in November of 2010.

ticipating, including a mix of 55 private and public commuter vans that transport workers from across Middle Georgia. A vanpool can include six to 12 people.

Designated carpool parking spaces were created this past August. To help reduce parking and congestion, more than 20 spaces were identified near buildings 300 and 301, and buildings 54, 220 and 125 near the flightline.

More potential parking spaces will be addressed as needed. Permits are available for carpools, defined as three or more people.

The benefits of mass transportation not only include a significant savings in vehicle fuel, and wear and tear, but also reduce driving stress, congestion at base entrances, vehicle emission on base, and congestion in parking areas.

For every one mile driven, one pound of pollution is emitted.

To learn more about mass transportation at Robins, visit www.robins.af.mil, and click on the transportation link from the home page.

Partnering with the Clean Air Campaign, you can also log into



Designated carpool parking spaces were also created this past August. To help reduce parking and congestion, more than 20 spaces were identified near the flightline.

www.logyourcommute.org to find workplace carpooling partners, and win prizes from the Commuter Awards program by logging in commuter mileage saved by carpooling.

Special Report

Partnering for success C-17 Globemaster Division, Boeing celebrate contract, program office

BY LORI MOORE
C-17 GISP Communications

The Warner Robins Air Logistics Center Globemaster Division and Boeing conducted a joint celebration Oct. 6 recognizing the new C-17 Globemaster III Integrated Sustainment Program contract and the GRG/Boeing Combined Program Office.

Maj. Gen. Robert McMahon, center commander; Col. Howard Davis, Aerospace Sustainment director; and Col. George Lavezzi, C-17 Sustainment IPT lead, Wright-Patterson Air Force Base, Ohio, attended.

Col. David Morgan, C-17 Globemaster Division chief, and Gus Urzua, Boeing vice president and Sustainment Program manager, lead the team chartered to provide sustainment to the worldwide C-17 fleet.

“The synergy we gain from having Boeing co-located with us allows the program office to be more responsive to the needs of the worldwide fleet,” said Morgan.

With the Oct. 1 award of the C-17 fiscal 2012 support contract, came a name change. For the past eight years the C-17 Sustainment Program has been officially known as the C-17 Globemaster III Sustainment Partnership. Moving forward into the future, it will be formally



U.S. Air Force file photo by SUE SAPP

Aircraft sheet metal workers inspect and fix the affected parts on a high-corrosion area of a C-17.

known as the C-17 Globemaster III Integrated Sustainment Program, or GISP. The Product Support Manager is located at Wright Patterson while the System Support Manager is located here.

“Our C-17 operators deserve nothing less than the best” said Urzua. “Providing the best sustainment solution possible requires the strength of our Combined Program Office – together we are stronger, bringing the best of the Air Force and Boeing together to support the warfighter.”

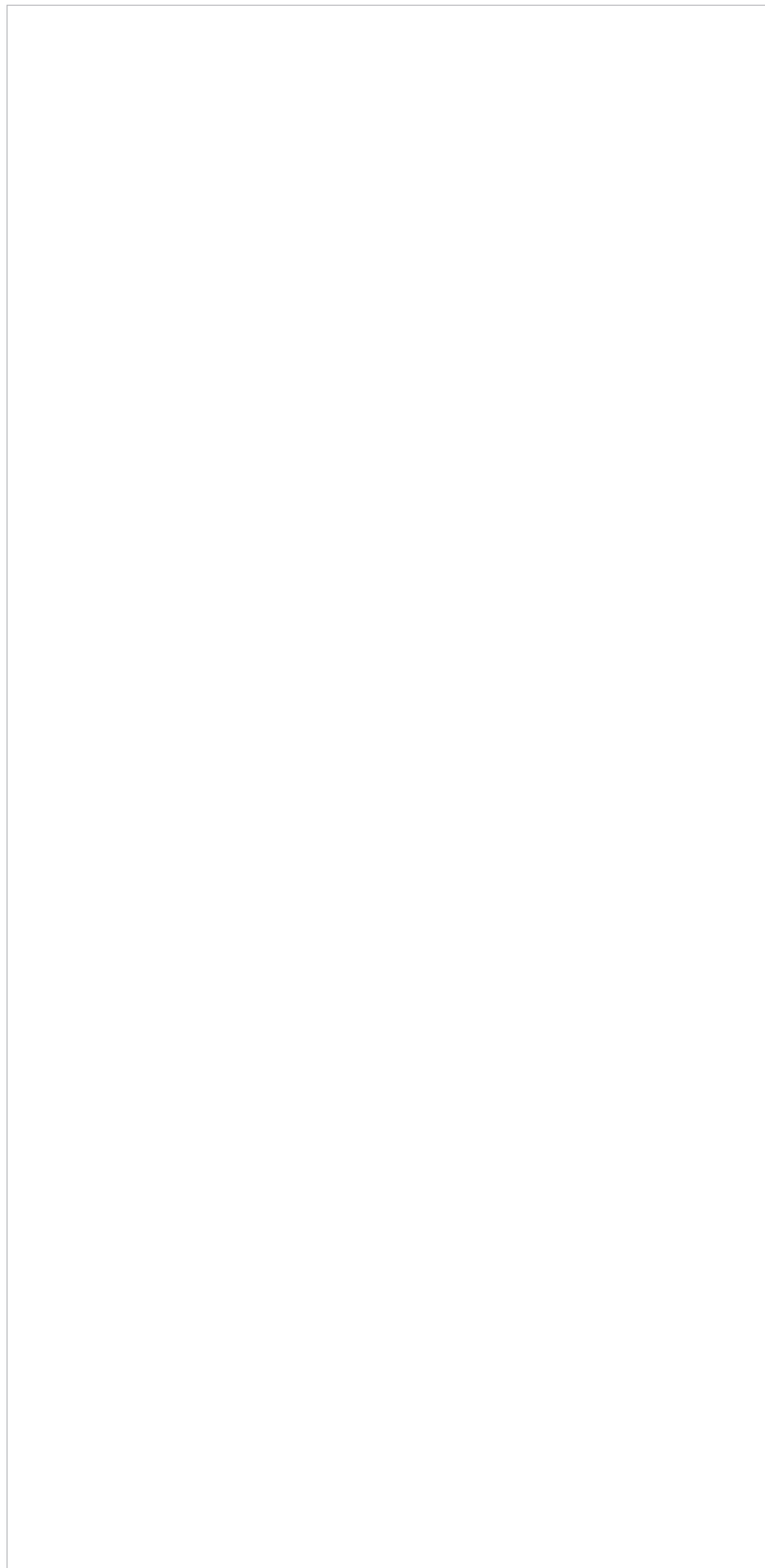
The Air Force/Boeing partnership has resulted in many successes for the C-17 fleet. The sustainment program has consistently met or exceeded performance metrics for more than 13 years, most significantly, the high mission-capability rates enjoyed by the entire C-17 fleet that averages 84 percent for the past six years.

“As we turn the page

on the C-17 support journey, the C-17 fleet continues to grow and it becomes more and more crucial that we remain on the top of our game and find ways to continually improve” Urzua added.

GISP supports 236 C-17s worldwide – 211 to the U.S. Air Force, including active duty, Guard and Reserve units, and 25 to international customers including United Kingdom’s Royal Air Force, Royal Australian Air Force, Royal Canadian Air Force, Qatar Emiri Air Force, United Arab Emirates Air Force and Air Defence and the 12-member Strategic Airlift Capability initiative of NATO and Partnership for Peace nations.

Each customer benefits from the economies of scale found in purchasing materials for the entire fleet worldwide, as well as from the Performance Based Logistics approach.



THINK OPSEC:

**YOUR TRASH
COULD BE AN
ADVERSARY’S
TREASURE**

Special Report

402nd MXW obtains industry-standard certification

BY SCOTT CUSTER

402nd Maintenance Wing
Quality Assurance chief

Who knew a “C” could be a great grade? Now the 402nd Maintenance Wing does.

The 402nd MXW was recommended for Revision C Certification; only 20 to 25 percent of industrial companies audited obtain this certification on the first try.

The men, women, and leadership of the 402nd MXW can be very proud they are well along on their journey toward becoming a world-class industrial leader.

From Sept. 19 through 23, the wing had its registration audit for AS9100 (Revision C). This is an industry-standard quality system which is recognized by manufacturing contractors worldwide.

Because of the C-17 workload with Boeing, the 402nd MXW has been AS9100 registered since 2009, but this step is big news and a huge accomplishment.



U.S. Air Force file photo by SUE SAPP

The 402nd Maintenance Wing was recently recommended for Revision C Certification giving a nod toward its journey to becoming a world-class industrial leader. Only 20 to 25 percent of industrial companies audited obtain this certification on the first try.

Revision C is all about risk management, due-date performance and customer satisfaction. These issues have become critically important to all areas

of the 402nd MXW as we strive to be world-class in our work. Our auditor accomplished several Process Effectiveness Assessment Reports, or PEARS, for processes they audited throughout the wing. One can receive a score of 1 through 4 on these, 1 being not effective and not achieving goals, and 4 being effective and achieving goals.

All our PEARS were rated at 3, with our processes being proclaimed effective and goals not being met (yet), but definitely headed that way.

“This is a big step in the right direction, and another step toward us becoming the benchmark for DoD maintenance repair and overhaul excellence,” said Col. Evan Miller, 402nd MXW commander.

“The hard work and dedication of our workforce is continually improving our delivery performance, our safety and quality, and this is evidence that our process quality is also improving.

“There is more to do, but I am very proud of the entire wing for this accomplishment,” he added. “A recommendation for AS9100 Revision C certification is difficult to earn the first time out.”

Read the Robins Rev-Up online at www.robins.af.mil

Special Report

WE DID IT!

Continued from 1

- F-15 Full Scale Fatigue test along with complete teardowns helped determine what maintainers need to do to keep the aging fighter jet flying;

- G222 Mission Capable rate increased availability and reliability of the Afghanistan C-27 fleet with support of the Tactical Airlift Division.

Air Force Reserve Command

- Contributed more than \$170 million to the local economy. When including indirect job creation, the total estimated impact was about \$250 million;

- Managed more than 71,000 full- and part-time Air Force reservists stationed worldwide and nearly 4,000 civilian employees;

- Achieved the command's recruiting goal, enlisting more than 10,150 Airmen for the 11th straight year.

116th Air Control Wing, 461st Air Control Wing

- Record setting level of support to five combatant

commanders in one year;

- Nine years as the first and only blended wing; now split into "active associate" wing with the 461st ACW;

- Flew more than 70,000 combat flying hours supporting the Overseas Contingency Operation in support of operations Enduring Freedom, New Dawn, Odyssey Dawn and Unified Protector.

689th Combat Communications Wing

- Worldwide combat enablers deployed more than 400 warriors in support of five combatant commanders, nearly 40 nations and more than 30 sites for nearly 60,000 man-days;

- Provided communication training and support to Army forces utilizing the Deployable Integrated Air Defense System;

- Four bare base build-ups in Shindand, Afghanistan;

- Led First-ever Southern Command Tactical Air Navigation deployment enabling 17 sorties and 81 hours of antidrug U-2 ISR over four countries.

638th Supply Chain Management Group

- Developed database for tracking expiring repair

contracts and implemented a monthly review process providing leadership first-ever visibility of more than 80 repair contracts expiring in 24 months or less;

- For C-5 PDM, efforts led to a 58 percent reduction in Work-In-Progress (lowest in four years), 55 percent reduction in MICAP hours, 60 percent in back-order reduction and a 61 percent reduction in cannibalizations;

- Teamed with Aerospace Sustainment Directorate and Global Strike Command to bring 33 UH-1N grounded aircraft to operational status after receiving a Bell Alert Service Bulletin April 7.

MAG-49/HMLA-773

- Flew more than 1,200 hours providing support for Marine and Army units deploying to Afghanistan;

- Deployed in support of Exercise Mojave Viper, a 21-day predeployment exercise geared towards training Marine ground units deploying to Afghanistan;

- Supported 39 Marine veteran funerals in the local area with Color Guard detail and flag bearers.

– *Faye Banks-Anderson*
78th Air Base Wing Public Affairs