

The background of the cover is a photograph of a military boat, possibly a Landing Craft Air-Tank (LCAT), moving through the water. Several crew members in military uniforms and helmets are visible on the boat. The water is a deep blue-green color. In the upper right corner, a portion of a larger ship's deck is visible, with a person standing on it. The title 'Energy Source' is printed in large, bold, red letters with a white outline. Below it, the date 'October 2009' and the organization 'Defense Energy Support Center' are printed in a smaller, brown font. The text 'Inside:' is followed by three lines of article teasers in the same brown font. The overall scene suggests a focus on maritime operations and energy support in a military context.

# **Energy Source**

**October 2009**

**Defense Energy Support Center**

## **Inside:**

**Far and Wide: DESC Pacific**

**Customer support visits benefit Gila Bend**

**QARs empowered by spill response training**



From the Director

# Building on successes, creating a better future



**DESC Director  
Kim J Huntley**

**The 2010  
Director's  
Guidance  
specifically  
highlights three  
strategic focuses  
for our agency:  
warfighter  
support  
enhancement,  
stewardship  
excellence and  
workforce  
development.**

We enter into a new fiscal year positioned for continued success.

Our worldwide fuel status is at the top, even with the new and unique challenges of Operation Enduring Freedom. We have established the Defense Logistics Agency as the energy solution leader in the Department of Defense—for our traditional business areas, alternative fuel and renewable energy. We have become the one stop shop including utility privatization, retail optimization and a full spectrum of support for installation energy.

DLA Director Vice Adm. Alan Thompson released his Fiscal 2010 Director's Guidance this month. It specifically highlights three strategic focuses for our agency: warfighter support enhancement, stewardship excellence and workforce development.

These focuses are, and should continue to remain, embodied in our core mission tasks. The guidance also details 20 initiatives, each of which impacts mission success and requires agency-wide support to achieve.

Number four under Warfighter Support Enhancements, reads "Lead departmental efforts to execute alternative fuel/renewable energy (AF/RE) solutions for the warfighter." We are assigned as the lead and this initiative has five supporting tasks. I expect everyone in our workforce to review the director's guidance and understand what role each of you plays in its successful implementation.

To further align with DLA's strategic focuses and initiatives, I'll release DESC's Fiscal 2010 Director's Guidance by month's end. This will layout our way ahead to engage specific initiatives and actions in support of each DLA strategic goal. Both the Fiscal 2010 DLA and DESC Director's Guidance will be available to download from the DLA Today Web site.

We also implemented an organizational realignment this month. This realignment is critical to our operations and workforce as we continue to expand our mission. The new alignment refines our old structure and positions us for future growth with more efficient internal processes and management. Specifically, the realignment established the Operations Support branch while restructuring several offices within it and other Operations areas. Everyone should be aware of our new alignment and understand the significance and value this new structure brings to mission success. The realigned organization chart and additional details on our new structure are also available on DLA Today.

Looking back, fiscal 2009 included several significant initiatives in our energy solutions and commitment to fulfill our customers' requirements and needs. From continued and sustained fuel support for the warfighter, Utility Privatization contracts and Government Fuel Card programs, to new contracts in the emerging field of alternative fuels and renewable energy, our mission touched and supported essential operations worldwide. You continue to leverage all the tools at your disposal including Lean Six and continuous process improvements along with relentless hard work and dedication.

I eagerly look forward to the upcoming fiscal year as we continue to make a huge positive impact for our nation's defense, while improving the environment and reducing our country's dependence on foreign oil. Thank you for all your efforts and dedication. Through your commitment, we are – and will continue to be – the best in supporting the energy and fuel needs of the warfighter and our federal government customers.

*Kim J Huntley*

***DESC: Providing energy solutions worldwide***

# Energy Source



DEFENSE ENERGY SUPPORT CENTER

## From the Director.....2

### Focus on DESC

DESC Pacific keeps it simple: Exercise Talisman Sabre .....	4
Far and Wide: DESC Pacific.....	6
Small business benefits from empowering conferences.....	8
Professional Enhancement sessions aid BSM-E users.....	9
2010 Director's Guidance highlights commitment.....	10
Cross-functional team improves European rotations.....	11
It pays to prepare.....	13
Into-plane and Quality partner in Peru.....	14
DESC Americas supports Army fuels exercise.....	16
It takes a village to build infrastructure.....	18
Shinto ritual empowers Japanese workers.....	19
2009 Culture Survey highlights DESC's strengths.....	20
AFPET welcomes new commander.....	21
Aerospace Energy provides 'out of this world' support.....	22
7,000 hydrogen fuel cell refuelings in seven months....	24
DESC team searches for joint training opportunities.....	26
LSS fosters continuous learning and improvement....	28
New commander takes reins of DESC Americas.....	28
SEA Card® Open Market program in full production....	30
DESC personnel team empowers workforce.....	32
Team Huddle empowers DESC Europe and Africa....	33
Latest DESC Town Hall meeting spans many issues....	34
Customer support visits benefit Gila Bend.....	36
French officers conduct benchmarking visit to U.S. ....	38
Canadian POL director visits.....	39
Rhode Island conference supports small businesses....	40
CSM training expands in 2010.....	40
NAVAIR to flight test biofuels next year.....	42
What powers you? • Woman empowered to lose.....	44
Spill response training in Japan.....	46
Algae oil delivers new solution for warfighters.....	48

### The Big Picture

DLA and DoD news.....	49
-----------------------	----

### In the Limelight

Awards, retirements and milestones.....	52
---	----

*On the cover: Sailors assigned to Assault Craft Unit One, Detachment Western Pacific, guide a lighter amphibious resupply cargo vehicle into the well deck of the forward-deployed amphibious assault ship USS Essex in the Coral Sea July 8. (Photo by Petty Officer 2nd Class Greg Johnson)*

### Director

Kim J Huntley

### Deputy Director

Capt. Jeff Cox, SC, USN

### Public Affairs Officer

Kelly Widener

### Editor

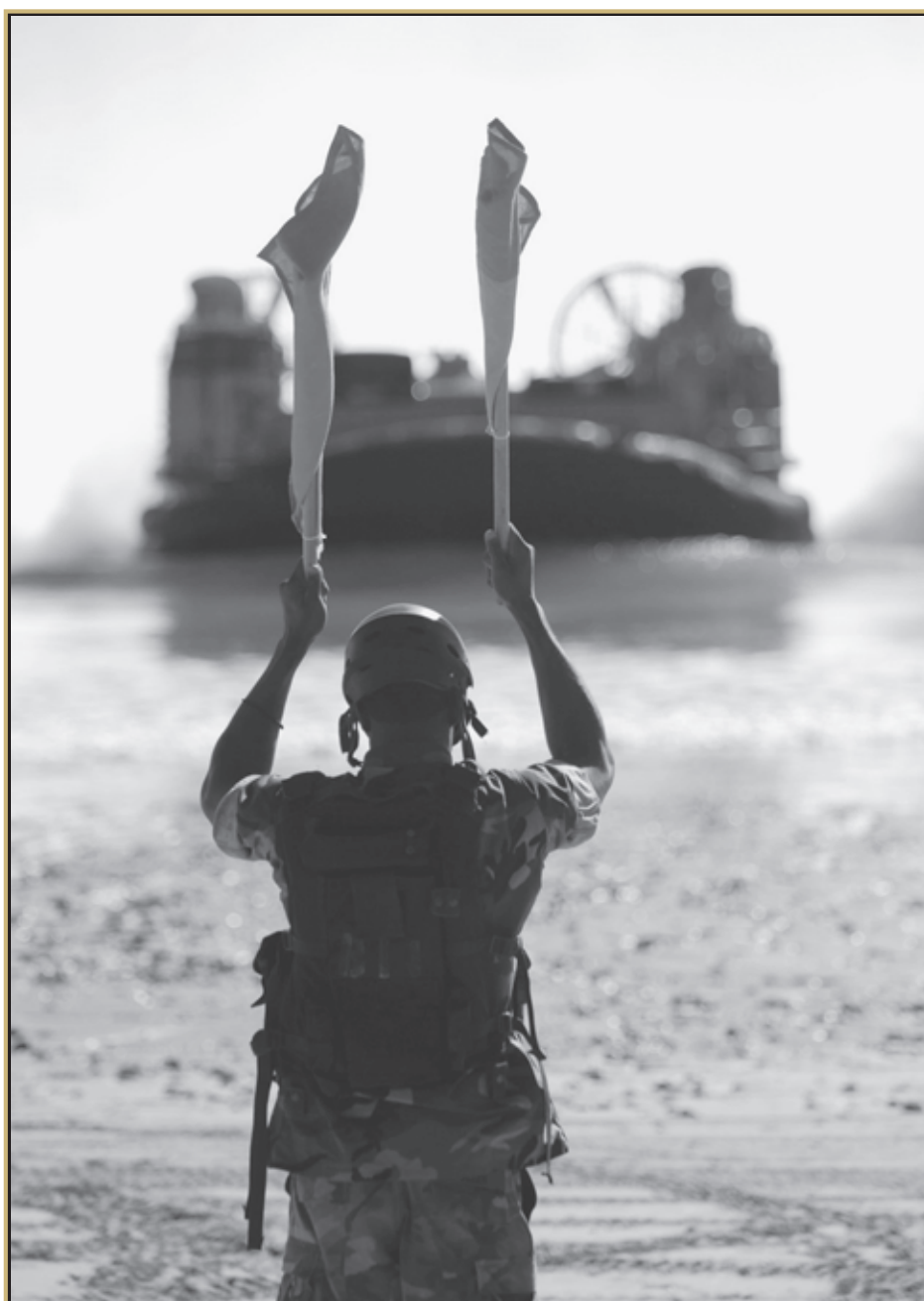
Susan Declercq Brown

*Energy Source, formerly Fuel Line, is an official publication distributed by and for the Defense Energy Support Center and fuel-oriented clientele. Contents of this publication are not necessarily the official views of, or endorsed by, the U.S. Government, Department of Defense, Defense Logistics Agency or Defense Energy Support Center. Energy Source is prepared by desktop publishing applications.*

Address correspondence to: ATTN: DESC-DDP, Defense Energy Support Center, 8725 John J. Kingman Rd., Suite 4950, Ft. Belvoir, Va., 22060-6222. Commercial: 703-325-1293. Address e-mail to: EnergySourceMagazine@dla.mil



## DESC Pacific keeps it simple with Exercise Talisman Sabre '09



**This page:** *U.S. Navy Seaman Nyja Allen, assigned to Beachmaster Unit 1, directs a landing craft assigned to the Western Pacific to come ashore at Freshwater Bay, Australia, July 15, as part of Exercise Talisman Sabre '09. The Defense Energy Support Center supported the biennial training activity designed to train U.S. and Australian forces to conduct joint combat operations. (Photo by Mass Communication Specialist 2nd Class Nardelito Gervacio)*

**Opposite page:** *U.S. Navy Boatswain's Mate 3rd Class Thomas McKiernan, assigned to the deck department aboard the aircraft carrier USS George Washington, approaches the carrier's stern dock in a rigid hull inflatable boat July 24. Both craft are powered by Defense Energy Support Center supplied fuel during an Australian—U.S. interoperability exercise in the Pacific Ocean. (Photo by Mass Communication Specialist 1st Class John Hageman)*

**By Army Lt. Col. Miles Glotfelty and Air Force Lt. Col. Joy D. Griffith  
DESC Pacific**

U.S. Pacific Command and Australian Defense Force participated in exercise Talisman Sabre '09 July 6 - 28. The Defense Energy Support Center helped fuel the exercise through special arrangements under a cross-service arrangement with Australia.

Talisman Sabre is a U.S. and Australian command-post and field-training exercise designed to improve combat training,





readiness and interoperability across the spectrum of military operations from conventional conflict to peacekeeping and humanitarian assistance efforts. U.S. units included Marine Forces Pacific, III Marine Expeditionary Force, 31 Marine Expeditionary Unit and the 1/160 Infantry Battalion.

The two-week bilateral exercise is designed to maintain a high level of interoperability between U.S. and Australian forces, while also supporting increased flexibility and readiness in order to maintain regional security. This year's exercise incorporated three major training evolutions: an amphibious assault, close combat training at an urban operations training facility and a parachute drop.

DESC Pacific supported all U.S. forces' fuel requirements for the exercise through its fuel implementing arrangement under the U.S. and Australian Acquisition and Cross Servicing Agreement.

The current IA, signed in 2007, provides a formal, but simple, process for U.S. and Australian military forces to mutually support one another with aviation, marine and ground

fuels in an efficient and economical manner.

The basic way in which the IA works is that transactions of Australian military fuel issued to U.S. units are tracked and then offset against any transactions of DESC fuel issued to Australian units. The remaining difference is then paid monetarily via a formal financial billing process.

This account balancing, reconciliation and billing process is done annually, semi-annually or as agreed upon by both nations, such as after a major exercise like Talisman Sabre.

An IA of this type is beneficial to both nations in many ways. First, an IA saves money in contracting and transportation costs to set up another supply chain where an ally partner already has one. Second, an IA greatly reduces red tape in the accounting and billing processes. For example, to meet some of the at-sea refueling requirements for Exercise Talisman Sabre, an Australian oiler

received DESC fuel at Defense Fuel Support Point Senoko in Singapore; the fuel was subsequently issued to U.S. units playing in the exercise. Without the IA, this would have resulted in double billing for the same fuel.

Finally, an IA ensures that U.S. units still only pay the DESC standard price for any fuel they receive from any Australian military location. This is the biggest benefit to a U.S. unit that would otherwise have to pay high local market prices at sites outside normal U.S. supply chains.

DESC Pacific supports fuel requirements for PACOM and military service-related exercises in a myriad of ways. An IA with an ally partner nation is just one.

For Exercise Talisman Sabre '09, this meant that all exercise fuel requirements were professionally provided in the most efficient and economical manner so participating units could accomplish this important training mission.

# Far and Wide



**By Kelly Widener**  
**DESC Public Affairs**

The sun never really sets for the 76 employees working for the Defense Energy Support Center Pacific – they support an area of responsibility spanning 16 time zones and covering 52 percent of the Earth’s surface.

DESC Pacific provides fuel support for military operations throughout the Pacific region while ensuring uninterrupted and timely support of quality bulk fuel to military service components and operational joint task forces in support of U.S. Pacific Command missions.

“We have a regional staff located in Hawaii and five field offices in Japan, Korea, Hawaii, Guam and Alaska,” said Navy Capt. Ron Black, DESC Pacific commander. “Additionally, three of our office commanders are ‘dual-hatted’ as sub-area petroleum officers, reporting to the USPACOM joint petroleum officer.”

The scope of the theater is staggering – nearly 60 percent of the world’s population lives within the 43 countries included in the Pacific region. Six of the world’s largest armed forces operate in the theater, creating many strategic sea lane and fuel positioning challenges, Black said.

The center solves some of these challenges by storing fuel at 73 major defense fuel support points positioned around the area of responsibility. These DFSPs can hold and store a variety of products, with total storage capacity of a billion gallons. DESC averages 500 million gallons of bulk sales in the Pacific each year.

Because the majority of military installations in the Pacific are island-based, there are unique challenges to getting fuel to warfighters at remote outposts. Black said sealift is critical to the center’s supply chain operations.

“We are very dependent on air and sea lines of [transport] in the Pacific,” he said. “If it takes seven hours to fly from Seattle to



## Aviation and bunker fuel op Energy Support Center Pac

**Top, left:** Sailors aboard guided-missile destroyer USS McCampbell prepare to receive a fuel line from an SH-60B Seahawk helicopter assigned to Helicopter Anti-Submarine Squadron Light 51 during an in-flight refueling exercise in the Pacific Ocean June 17. The McCampbell is assigned to Yokosuka, Japan. (Photo by Petty Officer 2nd Class Byron C. Linder)

**Left:** Sailors aboard USS McCampbell prepare to receive a fuel line from fleet replenishment oiler USNS Rappahannock during an underway replenishment June 19 in the Pacific Ocean. (Photo by Linder)



Honolulu, then it will take about six days by ship. It is not an exact hour-for-day equation, but it is pretty close. When people start thinking about the equation for transportation of fuel and coupling it with positioning fuel, the Pacific offers a very different set of conditions than any other theater.”

Black said the lessons the U.S. military learned while conducting resupply operations in the Pacific during World War II illustrate the delicate balance necessary to forward position supplies while maintaining the agility and mobility necessary to change as the operating conditions change. Forces also need to have enough in reserve to ensure a continuous supply of critical items, of which fuel is one, he added.

Supporting contingencies and operations like humanitarian assistance and disaster-relief support, places additional pressure on the DESC supply chain. These types of extra operations also require DESC Pacific to work closely with USPACOM and service component planners to identify required fuel support needs, Black said.

Once requirements are finalized by the services, they are submitted to service control points and DESC Pacific for contract execution.

The center has provided support to more



**Top, right:** U.S. Navy Boatswain's Mate 3rd Class Brett Butler attaches span wire to a fuel probe aboard guided-missile destroyer USS McCampbell during an underway replenishment with oiler USNS Rappahannock June 19 in the Pacific Ocean. (Photo by Linder)

**Right:** Boatswain's Mate Airman Jessica Smith tests fuel samples in the fuel analysis laboratory aboard the aircraft carrier USS John C. Stennis while the ship is under way in the Pacific Ocean Feb. 24. (Photo by Mass Communication Specialist 3rd Class Kenneth Abbate)

than 20 disaster-relief operations in 12 countries and U.S. territories since 1996, said Army Lt. Col. Miles Glotfelty, operations officer for DESC Pacific. DESC Pacific also provides fuel support during major field training exercises such as Cobra Gold, a joint exercise with Thailand designed to improve combat readiness and interoperability, and Keen Sword/Keen Edge, a joint exercise to increase interoperability with our U.S. forces and Japan's Self-Defense Forces, he said.

Thanks in part to emerging technology and steady growth in the energy arena, the organization is also expanding its support role in supplying alternative fuel and renewable energy.

DESC Pacific recently cooperated with the state of Hawaii and USPACOM to organize the first Asia Pacific Clean Energy Summit and Expo in Honolulu, said Air Force Lt. Col. Joy Griffith, commander of DESC Hawaii, a field office within DESC Pacific.

“This venue will bring together the key military, political and civilian stakeholders within the region and provide a forum to discuss alternative fuel and renewable energy opportunities, initiatives and future actions. The goal is to bring the region together and push forward in this new field as one unit,” Griffith said.

Using teamwork to get the job done is



not new to DESC Pacific employees, Black said. Aside from the unique communication challenges involving time zones and the international date line – which while simple enough to calculate mathematically can become problematic during normal day-to-day support routines – DESC Pacific has an essential support mission that impacts many.

“Fortunately, we have an outstanding, dedicated team standing ready to support our warfighters and all regional operations and overcome any challenges presented,” he said.

## Operations in the Defense Pacific region

# Small business benefits from empowering conferences

By Nick Ignacio  
DESC Direct Delivery Fuels

A Denver-based energy firm was recently awarded a three-year contract for the delivery of various ground fuel requirements in the central United States under the Customer Organized Group 6 Purchase Program of the Defense Energy Support Center's Direct Delivery Fuels Business Unit. It was the small business' first involvement with DESC programs. And, it was the successful culmination of NIMS Services, Inc.'s campaign to learn about business opportunities with DESC.

The company was empowered by participation in a DESC program, which seeks to empower small businesses.

The DESC Office of Small Business regularly organizes and participates in small business networking and matchmaking conferences. These give companies like NIMS Services, who have not had a large exposure to government contracting, an opportunity to learn more about DESC. The information is empowering.

The Direct Delivery Fuels Commodity Business Unit regularly presents at these conferences to build contacts with small businesses and maintain a high level of participation in solicitations.

NIMS Services CEO Michael Nicholas attended many of these networking conferences and was able to learn more about DESC and the opportunities available for small businesses to do business with DESC.

"I found the most valuable asset for me throughout the confrontations and presentations was the precise answers to hard questions – the answers most small businesses do not want to hear," said Nicholas. "As painful as the tough questions and answers are, I have found that once you have the proper direction, your path to success and your way into a contract is much easier, and very much more rewarding," he explained.

Nicholas hit the ground running and was able to translate his hard work into a contract with the federal government for the delivery of 175,000 gallons of fuel for an estimated \$670,000 over the next three years.

Even after being awarded the first contract with DESC, Nicholas continues to attend the DESC-hosted conferences, citing what he calls priceless networking opportunities. "You have the opportunity to meet different DESC team members each time you go. And, the chances of gaining information for a new contract are very great after your networking, teaming possibilities and informative afternoon sessions," he explained. The NIMS CEO said he learns something new that gives him an edge at every conference.

Recently, Nicholas moved the company's headquarters to Washington, D.C., and formed new financial, supply and transportation partnerships with entrepreneurs Robert Brandt and John Rudolfs. Both of these men have extensive experience and



*The NIMS Services Inc. team and the contracting staff of the Defense Energy Support Center Direct Delivery Fuels Business Unit's Ground Fuels Division II pause after a meeting. From left to right are John Rudolfs and Michael Nicholas of NIMS, DESC Contracting Specialists Gladys Morales and Nick Ignacio, DESC Contracting Officer Marty Pratt, DESC's Ground Fuels Division II Chief Tyler Parker, and Robert Brandt of NIMS.*



contacts in the petroleum industry and saw partnering with NIMS Services as a great opportunity to expand their business.

In July, Nicholas and his team met with representatives of the DESC Office of Small Business and Ground Fuels Division II of the Direct Delivery Fuels Business Unit. They discussed the recent contract award, future business opportunities within DESC and the new capabilities of NIMS Services as a result of the move to the District and their new partnerships. DESC learned more about the company's plans to make supplying ground fuels requirements to the warfighter a major part of their business. They are looking to expand their relationships and business with DESC.

This is just one example of how DESC empowers small businesses and gives them the tools necessary to succeed in government contracting.

DESC's Ground Fuels team continues to support all areas of small business by reaching out to vendors to support the COG 6 purchase program.

As a result of massive outreach efforts and collaboration with DESC's Small Business Program Office, the Ground Fuels Division II team recently awarded 14 contracts to new vendors under the COG 6 program. These new vendors represented 8(a) contractors, small disadvantaged businesses, service disabled veteran-owned small businesses, women-owned small businesses and regular small businesses.

The 14 awards had a total estimated dollar value of \$121.5 million for the delivery of gasolines, Jet A1 aviation gasoline, ultra-low sulfur diesel fuels, biodiesel B20 and ethanol E85 over a three-

## **As a result of massive outreach efforts and collaboration with DESC's Small Business Program Office, the Ground Fuels Division II team recently awarded 14 contracts to new vendors under the Customer Organized Group 6 program.**

year period that began June 1.

The majority of the new small businesses attended a DESC-hosted Small Business Networking and Training Conference or a COG 6 preproposal conference prior to being awarded their first contracts.

Of note are contract awards to 8(a) vendors AVPOL, OPES and Solutions Lucid Group, and a service disabled-veteran owned small business—Paquin Energy. AVPOL is also a woman-owned and service disabled-veteran owned small business.

# **Professional Enhancement Sessions aid BSM-E users**

**By Gary Rouette**  
**DESC Business Integration**

As part of the Defense Energy Support Center's commitment to its military service and supply chain partners, DESC has implemented quarterly teleconferences, titled BSM-E Professional Enhancement Sessions, for its Business Systems Modernization-Energy base-level system applications.

The calls provide timely reinforcement training to the systems' field users, like base-level users, responsible officers and inventory managers, in areas with which system data analysis or feedback indicates users have the most trouble.

Participants are encouraged to provide questions in advance for DESC subject matter experts to answer during each call. The targeted objectives of these calls are enhanced compliance with DESC policies and procedures, reduced accounting errors and the maintenance of a positive line of communication between DESC and its military service partners.

All sessions are recorded and the audio and slides are posted to the DESC Web site to allow convenient viewing. DESC Business Integration, or DESC-T, uses the sessions as a way to provide the latest updates to the accounting system and policy changes. The slides and audio are also reference tools the BSM-E help desk and region inventory managers can use if more information is needed

at defense fuel support points.

The latest PES took place Aug. 18. The subject was End of Month and End of Year Closeout. DESC-T, with support from DESC Financial Operations, DESC DFSP Management and Varec Inc., provided the requirements for end of year, including when the physical inventory must be posted. The timing of this PES was critical to ensure all DFSP representatives and customers know what is coming. The PES also announced the target days and times for certain items that needed to be accomplished.

Participation increased this session, as customers want to ensure they have a flawless end of year closeout.

The next PES will take place Nov. 17 from 9 a.m. to 4 p.m. Eastern Standard Time. The focus will be the new Account Management Provisioning System. AMPS is the new automation of the DD Form 2875 account request form. It will better enable DESC to audit who is requesting access to the DESC system. All Fuels Enterprise Server and Fuels Manager Defense Express users soon will be required to use AMPS.

For more information about the sessions or for the Web address for the sessions, visit the DESC Web site at [www.desc.dla.mil](http://www.desc.dla.mil).

# 2010 Director's Guidance highlights commitment

**By Kelly Widener**  
**DESC Public Affairs**

The Defense Energy Support Center continues to align its mission support and initiatives to compliment the Defense Logistics Agency fiscal 2010 Director's Guidance released Sept. 30.

The Director's Guidance highlights DLA's commitment to always do what is right for the armed forces and Defense Department, a focus all DLA field units will support over the next fiscal year.

"DLA and DESC encounter new challenges each year as we continue to play a critical role providing energy solutions to the warfighter and our customers," said DESC Director Kim Huntley. "DLA's Director's Guidance is essential to defining the strategic focuses our organization will emphasize as we engage in those challenges and ensure DLA's capability to sustain energy support."

The guidance, which incorporates supporting initiatives referenced in the 2009 Director's Guidance, further defines the agency's expectations for organizational direction through three principal strategic focus areas for the new fiscal year: warfighter support enhancement, stewardship excellence and workforce development.

Each business unit within DESC plays an indispensable role in the success of implementing this guidance and supporting the strategic areas because its mission touches each of them, said Huntley.

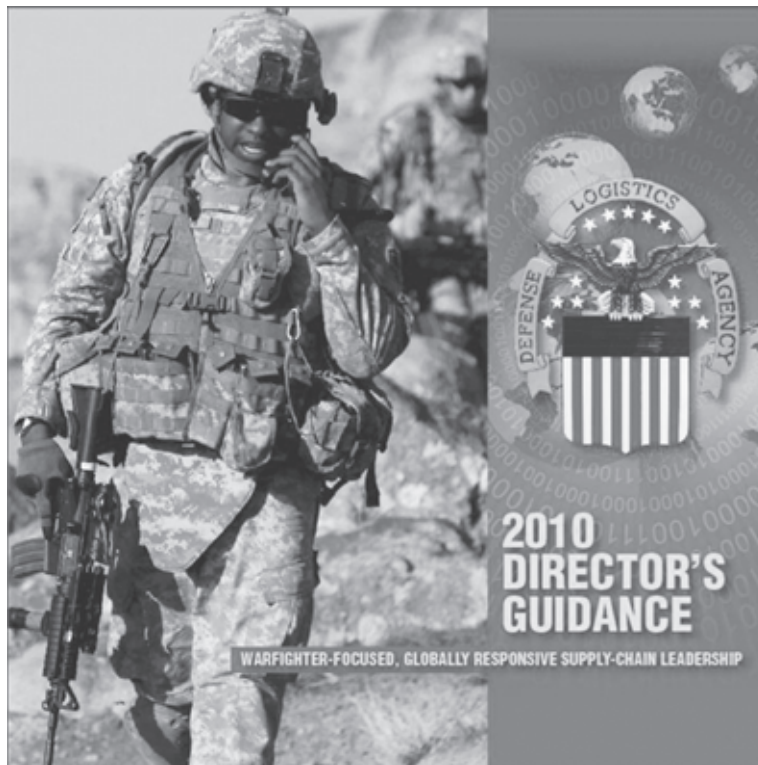
"In the area of warfighter support enhancement, we provide responsive logistics solutions; we also manage processes and resources to support our customers' energy requirements at the right cost through stewardship excellence; and in workforce development, we ensure our workforce remains effective and capable to sustain our mission," he explained.

Numerous efforts are underway across DLA that support daily business and ongoing enhancements. The guidance specifically highlights 20 initiatives, which collectively impact DLA and require support throughout the agency.

One specific initiative highlighted in the guidance outlines DESC's lead role for departmental efforts in the field of alternative fuel and renewable energy solutions for the warfighter.

"This is an exciting time for our organization," said Huntley. "We are charged with leading DoD's efforts in this newly emerging field of alternative fuels and renewable energy. Technology is continually developing new energy solutions for us to leverage for our warfighters."

The 2010 alternative fuels and renewable energy initiative includes efforts leveraging research and development, contracting and delivering hydrotreated renewable jet fuels from



*The Defense Logistics Agency 2010 Director's Guidance, released Sept. 30, highlights the agency's commitment to always do what is right for the armed forces and Defense Department, a focus all DLA field activities will support over the next fiscal year.*

biomass oil sources to support Air Force and Navy aircraft certification testing and algae oil-derived fuel for Navy ship engine testing. Additionally, DESC will lead efforts in DoD and federal civilian installation photovoltaic and energy savings programs.

Huntley encourages all DESC personnel to review the DLA guidance and understand the role each has in supporting the strategic focus areas and initiatives. These areas and initiatives are the foundation of the agency's overall strategy this next fiscal year, he said.

"I will be looking to everyone in our workforce to continue the same commitment and efforts I have seen in past years and apply it to the successful implementation of this year's engagements. Thank you for all you do for DLA, DESC, the warfighter and our customers," Huntley said.

DESC published its supporting 2009 guidance last year and this year's DESC 2010 Director's Guidance is scheduled for release by the end of October.



# Cross-functional team improves personnel rotations in Europe

By Janis Spear  
DESC Europe & Africa

The first Defense Energy Support Center Europe and Africa's Lean Six Sigma project provided a chance for the Defense Logistics Agency Continuous Process Improvement program to empower senior leaders to team with several European offices of DLA primary-level field activities. The goal of the project was to produce a DLA-Europe regional standardized procedure for in- and out-processing civilian personnel. It also provided an opportunity for true top-down empowerment for employees from the European offices.

DLA European offices relocated from Wiesbaden to Kaiserslautern, Germany, in October 2008. DESC-E&A also moved. The move was about 60 miles, which also necessitated a change in U.S. Army garrison and community.

The regional offices were somewhat co-located in Wiesbaden and shared corporate knowledge and skills. But, part of DLA senior leaders' vision for the relocation was for the offices to have even more cohesion and an "enterprise" approach to the customer, particularly since many of the offices directly interact with agency customers.

As the regional offices began to settle and their senior leaders began to meet in the new location, they realized they were all facing similar relocation issues, both administratively and operationally.

As a Green Belt, I created a charter for the first LSS project for DESC-EA; I also recognized hurdles we all faced administratively, particularly for civilian rotations and in- and out-processing. These issues were directly due to dealing with the new host installation procedures.

Army Col. Stephen Walker, commander of DESC-EA, and George Atwood, deputy director of DESC-EA, agreed to the project charter, and they decided to brief the subject matter to other regional office commanders. Their decision was to reach out to other DLA regional offices with the realization from previous meetings that this could be an opportunity to share knowledge and work together on a relocation issue they all were facing.

**DESC Europe and Africa reached out to other DLA regional offices to solve a common relocation issue.**

Atwood briefed the project, and it was immediately accepted. Kevin Faber, director of DLA Information Operations European office, J6E, said his organization was dealing with rotations for system accesses in various formats due to each office processing rotations differently. Jennifer Abel, director of DLA Enterprise Support European office, indicated a need for consistency in procedures for rotations — with security, safety and facility requirements. Linda Ward, deputy commander of DLA Europe quickly offered a representative with information to share about progress they had made in this area. Additionally, Army Lt. Col. Thomas Murphree, commander of Defense Supply Center Philadelphia's European office; Florella Correa, director of Defense Automation and Processing Service's European office; and Arthur Welsh, director of Defense Reutilization and Marketing Service's European office, provided

**The project "inspired initiative and motivation and cut 'rice-bowl' boundaries."**

buy-in and representatives to the LSS team.

With the empowerment of seven regional commanders and deputies, I designed a team of subject matter experts from each activity. The LSS team conducted a week-long rapid improvement event in May with the intent to not only properly process civilian rotations but to ensure incoming employees had computer access within five business days. For overseas, this means the employee can be productive in two business days after the first three are spent waiting on SF 50 personnel actions to assign the employee to the overseas location and getting applicable Common Access Cards and installation accesses.

The team went through all steps of the LSS DMAIC process: define, measure, analyze, improve and control. They created a SIPOC diagram, a tool used by a process improvement team to identify all relevant elements of a project before work begins, with process metrics for input, process and output. The acronym represents key elements: supplier, input, process, output, and customer.

They also performed exercises in cause and effect and compiled more than 16 various check-in and -out sheets into one for incoming rotations and one for outgoing rotations. As the team members worked, they realized their product could be

*Continued on page 12*

## Cross-functional LSS team

left at a generic level for the regional offices' outlying offices throughout Europe. So, procedures and checklists were developed for outlying offices. Then, they were tailored for personnel at the DLA regional offices new home, Kaiserslautern's Kleber Kaserne.

According to DESC Director Kim Huntley, one of three key objectives for the success of the LSS program is leadership involvement. Leadership involvement in LSS does not stop at leaders' awareness but begins with leaders empowering employees. The DLA Continuous Process Improvement and LSS programs provide a strategic framework for decisions with compasses and success measurements. But, leaders give people the ability to change the future of their work and themselves.

One could just imagine the excitement of pulling off the first LSS project for DESC-EA, the rush of empowerment. But try intensifying that rush by adding six other regional office leaders. Imagine not just turning in a finished project to one boss, but to six other bosses. That's the exhilaration the project team felt.

These feelings were good. These feelings inspired initiative and motivation and cut "rice-bowl" boundaries. They established a real sense of trust in the project team and the leaders who supported them. This project allowed all team members to

realize empowerment can involve a conceptual mindset toward assuring success rather than preventing failure.

Since working together on this project, the team members and regional senior leaders have reached out to each other for other items of support and share even more information. Examples of this include sharing knowledge of agency changes or initiatives, participating in each other's hiring panels and extending training opportunities to all. More importantly, both the leaders and the employees built stronger bonds, closer working relationships, and in some cases, friendships. The LSS project team mentors realize they don't have to face relocation challenges or new directives alone; they can lean on each other's strengths.

When the regional senior leaders empowered a cross-functional team, they demonstrated that empowerment is not only something management bestows upon employees, but also to themselves. Empowerment helps people develop talents and skills, feel confident and capable and be successful. It allowed the team to pursue senior leadership vision and create new or better products and services.

Add the structure of LSS, and a solid frame is created to build structure that gives support, shape and opportunity for constant improvement.



### Cross-functional Lean Six Sigma team

**From left to right:** George Atwood, deputy director of Defense Energy Support Center Europe and Africa and value stream champion; Patricia Watson, Defense Reutilization and Marketing Service; Pleasant Lane, DESC-EA; Theresa Woodard, Information Operations Europe; Anner Lynch, Defense Automation and Processing Service Europe; Rita Henry, DESC-EA; Stephany Nix, Defense Logistics Agency Enterprise Support Europe; Janis Spear, DESC-EA, team Green Belt; Noreen Lutz, DLA Europe, and Army Col. Stephen Walker, commander of DESC-EA and process owner. Team member Delia Thomas, Defense Supply Center Philadelphia Europe, is not pictured.



# It pays to prepare

**By Diane M. Whitney**  
**DESC Safety Management**  
**Office**

You are suddenly awakened at 2 a.m. by a loud noise. Startled and unsure of what could be happening, you jump out of bed and realize those sounds are coming from outside. The emergency sirens are alerting your community of a pending disaster fast approaching. Your adrenaline is on overload, your heart is racing, palms sweating. You try to clear your head...think, think...what next? Time is of the essence; are you prepared for an emergency?

An emergency is defined as a sudden, urgent and unexpected occurrence or occasion demanding an immediate action. Emergency situations happen in various ways, in all areas across the world, such as floods, tornadoes, hurricanes, earthquakes, fires, extreme cold or hot weather conditions, landslides and tsunamis. Other emergencies can come from hazardous materials incidents at home or near your community. They also include explosions, biological or chemical threats and nuclear blasts from terrorist attacks.

September was National Preparedness Month, a time to take stock of our

**Take action to ensure that you and your family will be prepared for an emergency.**

preparedness level. Take action to ensure that you and your family will be prepared for an emergency incident. Remember the basic items you should stock in your home: water, food, first aid supplies, clothing, bedding, tools, emergency supplies, extra medication and special



*A CH-53 Sea Stallion helicopter from Marine Corps Air Station Camp Pendleton, Calif., dumps water on local fires in a effort to contain the fires on Camp Pendleton last October as military families prepare to evacuate. Being prepared is key to a safe, fast and effective evacuation. (Photo by Marine Staff Sgt. Wayne Bitselley)*

items. Keep the items that you would most likely need during an evacuation in an easy-to-carry container such as a large covered trash container, camping backpack or duffle bag.

Water should be stored in plastic containers such as soft drink bottles. Avoid containers that decompose or break such as milk cartons or glass bottles. Store one gallon of water per person per day. Store at least a three-day supply of non-perishable food. Select foods that require no refrigeration, preparation or cooking, and little to no water. Select foods that are compact and light weight. Ready-to-eat canned meats, fruits and vegetables; high energy foods like peanut butter, jelly, crackers, granola bars, trail mix and foods for infants and the elderly, or persons on special diets.

Don't forget to keep important family records and documents in a waterproof, portable container. Documents such as wills, insurance policies, deeds, passports, social security cards and immunization records should be protected. Bank account numbers and pin numbers are just two more examples of important information you want to have protected

and available for emergencies.

The need to be prepared is evident all around us, and we can do a lot by gathering as much information to assess the potential hazards and problems we might experience in our own area. There are plenty of resources to help you plan for emergencies. These include the American Red Cross and your local library.

The Federal Emergency Management Agency has created a very helpful Web site called Ready America that provides information on preparing a kit and making a plan to follow in case of an emergency. The Web site, [www.ready.gov/america](http://www.ready.gov/america), provides useful information such as online emergency planning tools and military family preparedness, as well as instructions to help seniors, people with disabilities and pet owners prepare for an emergency.

As you make emergency preparedness a priority, you will be surprised how quickly you become prepared and how much peace and comfort preparedness can bring. Are you prepared if a natural disaster strikes?

# Into-plane and Quality partnership breeds understanding in Peru



**By Daisy Ayala and Lee Dvonch**  
**DESC Direct Delivery Fuels**

Members of the Defense Energy Support Center's Direct Delivery Fuels Into-Plane Contracting Branch and America's East Quality Assurance Division travelled to Peru July 12 – 18. Trekking together deep into the Amazon Rainforest allowed DESC Contracting and Quality divisions to better understand each others' roles and responsibilities and provide cross-functional training.

Contract Specialist Daisy Ayala and Contracting Officer Lee Dvonch travelled with Quality Assurance Representative William Archilla to hold office calls with Into-Plane customers and contractors and to conduct site inspections at vendor locations throughout Peru. The contracting professionals received a hands-on overview of quality and testing of fueling operations in South America.

Likewise, the quality assurance representative participated in boardroom meetings to resolve contractual issues.

The three first met with Into-Plane contractor PetroPeru's Specialty Fuels Chief Rafael Morales Liñan, to discuss price escalation and invoice payment disputes. DESC and PetroPeru came to an agreement and negotiated a resolution to all outstanding issues. They also discussed steps PetroPeru could employ to better service U.S. military aircraft at Jorge Chavez Lima International Airport. PetroPeru clarified the situation on the ground and presented possible solutions to improve its processes.

Next, the DESC team visited PetroPeru subcontractor ExxonMobil's fuel facilities at Lima International Airport. ExxonMobil's project engineer, Jose Carlos Reyes-Mendieta, gave a complete tour of the storage, vehicles and operations. DESC personnel were pleased with ExxonMobil's modern and efficient facility.



*Above, during a July site visit to the PetroPeru pipeline facility in Iquitos, Peru, a Defense Energy Support Center team meets with PetroPeru Commercial Fuels Chief Victorino Jacobo and his team. DESC's William Archilla is far left; Lee Dvonch stands third from the left; and Daisy Ayala stands second from the right.*

*Top left, Defense Energy Support Center representatives and Peruvian Air Force officials gather for a photo during a July site visit and office call to PAF Group 8 at Lima International Airport. From the left are PAF Master Sgt. Chavez, DESC Contracting Officer Lee Dvonch, DESC Contract Specialist Daisy Ayala, PAF Lt. Col. Quiroz and Lt. Col. Cardenas.*



**Right**, the team poses during a site visit and inspection at PetroPeru subcontractor ExxonMobil's fuel facility at the Lima International Airport. From the left are Jose Carlos Mendieta, project manager for ExxonMobil Aviation Peru; Lee Dvonch, DESC contracting officer; William Archilla, DESC quality assurance representative; and Daisy Ayala, DESC contract specialist.



Immediately following the inspection of ExxonMobil's facility, the team travelled down the runway and met with Peruvian Air Force Lt. Col. Jorge Luis Quiroz, Lt. Col. Cardenas and MSgt. Chavez of Group 8 stationed at Lima Airport. The Peruvian officers gave a tour of facilities and fueling operations, and discussed opportunities for partnering with DESC's contractors to accomplish common goals and facilitate cordial relations with South American allies.

Then, the team flew to Pucallpa, a small city in remote Eastern Peru, located on the banks of the Ucayali River, a major tributary of the Amazon. Here they met with Arturo Espejo Piedra of Into-plane contractor Maples Gas. They toured and inspected Maples' laboratory, control room, storage, vehicles and operations. During this visit, DESC contracting and quality departments worked together, jointly identifying opportunities to better serve DESC customers in this region. While in Pucallpa, DESC personnel also visited the U.S. Embassy's Narcotics Affairs Section main facility. Gregorio Escobar-Morales, the embassy's fuel manager, gave a tour of the facility and explained the program's fueling operations and relationship with DESC contractor, Maples Gas.

When the DESC team returned to the Lima airport, they met again with representatives of Into-Plane contractor PetroPeru. This time they were joined by Peruvian Air Force Group 8 commanders and Lima Airport Partners' chief executive officer, chief operations officer and chief concessions compliance officer to discuss opportunities to improve refueling and servicing of U.S. military aircraft at the airport. As a result of this meeting, obligations were defined and strategies were developed that will allow for win-win solutions to be implemented.

DESC personnel then flew to Iquitos, the capital city of the

jungle province of Peru, located deep within the rainforest on the Amazon River. Here Archilla conducted a complete inspection of PetroPeru's facility at Iquitos Airport with station manager Freddy Espinoza. The inspection was a great learning experience for the contracting professionals because Archilla explained the real-world nuts and bolts of the quality clauses in contracts they put in place.

Following the inspection, the three visited the PetroPeru pipeline operation in Iquitos, and met with Commercial Operations Chief Victorino Loza-Jacobo who led a tour of the Iquitos storage and switching facility. Loza-Jacobo explained the process of transporting petroleum products from PetroPeru's refinery across the Amazon River Basin.

This trip to Peru was a great success for all involved. The contracting and quality professionals worked together to tackle problems, resulting in a much more complete understanding of the opportunities and challenges DESC customers and contractors are facing in the region. Seeing QAR inspections in the field allowed the contracting team to gain a deeper appreciation for quality considerations. This learning experience will benefit customers in the region and has resulted in better business relationships both internally and externally at DESC.

# DESC Americas supports Army fuels exercise

**By Army Capt. Jason Hill**  
**DESC Americas**

The 475th Quartermaster Group, Farrell, Penn., is a petroleum and water group very much like the Army's 49th Quartermaster Group, Fort Lee, Va. One major difference is that the 475th is a U.S. Army Reserve unit. The Defense Energy Support Center helps the unit orchestrate a two-week fuel exercise each year. This year's exercise took place June 6-19.

In the summer 1981, the 475th began a localized petroleum, oil and lubricant exercise in an attempt to enhance training of petroleum units and personnel. The POLEX took place during a two-week annual training period. It was a huge success; each year thereafter more Reserve and Army National Guard units were added.

The current intent remains much the same as the original concept. Today, the exercise is known as the Quartermaster Liquid Logistics Exercise. The exercise has broadened its spectrum and is focused on training the Army Reserve bulk petroleum and water logistics force.

The exercise control agent for QLLEX is the 475th, which provides command and control of subordinate battalions operating in separate locations across the United States. The 475th serves as the senior petroleum advisor for U.S. Army Reserve Command. QLLEX includes a key partnership with DESC.

For two weeks this June, just fewer than 2,000 Army Reserv-

ists and 155 tanker trucks participated in QLLEX-09, hauling and delivering more than 2.8 million gallons of JP8 to 41 DESC customers. The Reserve forces involved in QLLEX-09 trained on various aspects of their wartime missions to include receipt, storage, line-haul and delivery of bulk JP8 to Army, Navy, Marine and Air Force customers.

Throughout the year leading up to the start of QLLEX-09 and during the exercise, DESC Americas directed petroleum distribution and quality assurance planning for QLLEX units. DESC Americas inventory accountants and managers supported the exercise from the DESC Americas offices in Houston and San Pedro, Calif. Quality assurance representatives located in various field offices across the United States inspected Army tanker trucks to determine if they met load and fuel haul standards during the three months prior to the start of QLLEX.

DESC Americas facilitated the line-haul portion of the exercise by incorporating Reserve units to load fuel at defense fuel support points for delivery into tactical Fuel System Supply Point bladders and DESC fixed-base customers. Certified Army mobile petroleum labs tested the fuel stored in the FSSP bladders. Although all QLLEX labs had limited B-1 testing capability, DESC Americas' QARs ensured uninterrupted customer support by augmenting the Army Reserve capabilities with various resources to ensure samples were on specification.

During QLLEX-09, Reservists took the place of DESC contractors and delivered wholesale fuel to DESC fixed-base customers throughout the country. QLLEX allows petroleum soldiers to practice technical skills in a "real world" environment, preparing them for the challenges of liquid logistics in the 21st Century. One of the invaluable benefits of QLLEX is for Reserve soldiers to train with real fuel by filling bladders and tankers and performing line-haul missions with bulk quantities. A few of the training challenges faced by QLLEX units are ensuring fuel remains on specification as well as meeting distribution target dates and times.

QLLEX provided opportunities for Army petroleum units to service Air National Guard

*Soldiers of the 192nd Quartermaster Company setup a 50,000-gallon JP8 bag site for the fuel system supply point during QLLEX-09 at Fort A.P. Hill, Va., June 12.*





**Right:** Soldiers of the 941st Quartermaster Company from Puerto Rico prepare to offload JP8 from the 655th Transportation Company's 7,500-gallon tanker into a 50,000-gallon bag during QLLEX-09 at Fort A.P. Hill, Va., June 12.

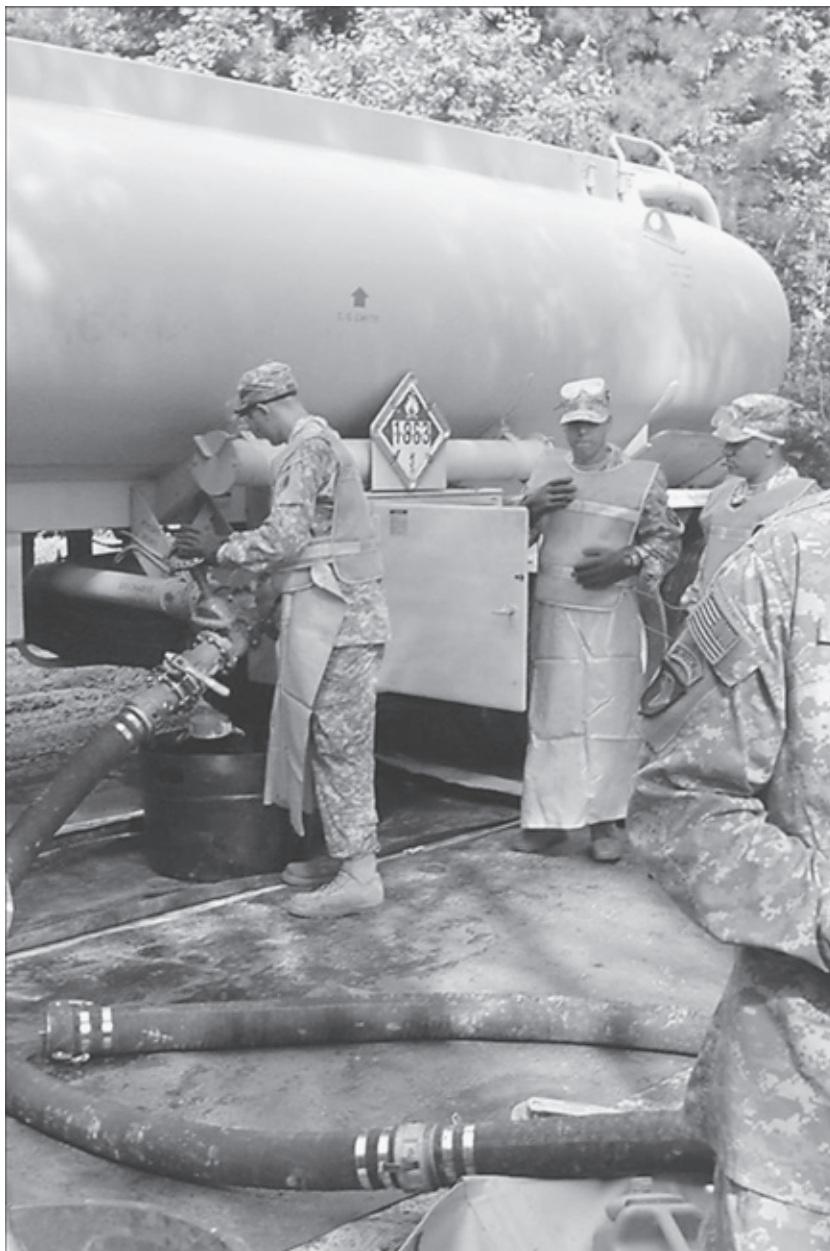
**Below:** Soldiers of the 842nd Quartermaster Company unpack and set up hoses for the fuel system supply point during QLLEX-09 at Fort Riley, Kan., June 7. The 842nd received and stored approximately 35,000 gallons of JP8 fuel.

fuel handlers and railroad tank cars. QLLEX units also assisted in the establishment and certification of DFSP Fort Lee.

The partnership with DESC not only provides soldiers with vital hands-on training, but actually provides a cost savings to DESC.

Starting in fiscal 2010, the recently formed Army Reserve units 164th Quartermaster Group of Broken Arrow, Okla., and the 165th Quartermaster Group of Fort Belvoir, Va., will assume command and control of QLLEX.

DESC Americas stands poised to assist with the planning and execution of QLLEX-10.



**The partnership provides vital training to soldiers and a cost savings for DESC.**



*A Shinto ceremony site is set up at a military construction reclamation site near the Defense Fuel Support Point Yokose, Japan, pier. (Photo by Hiroshi Nagashima)*



# It takes a village... to build an infrastructure

**By Air Force Lt. Col. Carmen Goyette  
Commander of DESC Japan**

Those of you with a literary bent will note the reference to Secretary of State Hillary Rodham Clinton's book "It Takes a Village: and Other Lessons Children Teach Us," based on an African proverb. Just as it takes many people in a village to raise a child, it takes many people in our military community to build an infrastructure program. Petroleum, oil and lubricant specialists, engineers, various staff agencies and contractors all must be involved, from start to finish, in order to produce a cohesive product, fully integrated into the base master plan.

Recently Defense Energy Support Center Japan members joined the United States Forces Japan sub-area petroleum officer – Japan and members of the military component service engineering function on a trip to a defense fuel support point to help plan and create three intertwined military construction projects. Proposed Japanese Facilities Improvement Program projects and Defense Policy Review Initiative projects further complicated the various project interactions. The visiting team integrated with the local

engineers and DFSP responsible officer to put together a holistic operational and engineering look at the proposed projects.

The DESC Japan representatives brought operational experience as well as experience with fuels infrastructure project interoperability – for example, requisite storage to match an increase in pier capability. The SAPO-J brought regional and theater requirements experience, validating the need for the projects and providing a concept of operations to flesh out details of how the infrastructure would be used. The visiting component staff engineers brought theater engineering experience, specific POL infrastructure experience, and knowledge of JFIP, DPRI and MILCON funding streams and their required processes and documentation.

This visiting team fell in on a local team that understood the base's space and operational restrictions and could speak to future projects possibly impacting the planned POL projects. They also had input to the base's master plan, in order to codify all final decisions. The local team also provided the baseline project work already started and worked closely with the visiting team to produce the final MILCON submissions and the master plan updates.



# Shinto ritual empowers Japanese workers

By Richard B. Knapp  
DESC Japan

My quality work took me to Defense Fuel Support Point Yokose in the vicinity of Sasebo, western Japan June 19. I was scheduled to witness the transfer of F76 marine diesel fuel between U.S. Navy Fleet Industrial Supply Center Yokosuka Detachment Sasebo fuel terminals performed by charter vessel M/V *Overseas Antigmar*. At

## program

Now, this whole project could have gone ugly early, and had actually started down that road before DESC Japan and the SAPO-J worked with the DFSP RO to put the team together. Each functional, the POL folks and the engineers, had started putting together projects without consulting each other and were getting frustrated with roadblocks and lack of specific details; the projects were in jeopardy.

However, with a little communication and team effort, when the team left, the engineering and POL villagers had produced a big, beautiful baby — a holistic base plan for POL infrastructure. There was also a parenting plan outlining how the child would be raised — a plan to monitor until completion.

The moral of the story: work closely with other functionals when putting together POL infrastructure projects. Even better, make friends with each other and communicate often. It's amazing what you can accomplish over an ice cold beverage. Your POL infrastructure babies will turn out much prettier, healthier and happier when the entire village raises them, and it's a lot easier than single parenting.

the same time, just over the hill from the pier, another activity was taking place, unbeknownst to me. A Shinto ceremony signaled the start of a facility construction project.

Shinto means “the way of the gods.” It has been described as the natural spirituality of Japan and the Japanese people. Shinto ceremonies initiating construction work in Japan are the Eastern counterpart to our familiar ribbon cuttings or turning of soil with a shovel. Specifically, the *Jichinsai* ceremony performed is a traditional Shinto ritual to appease the *kami* [god] of the earth. The rituals serve as a form of empowerment for the workers.

The origin and continuation of *Jichinsai* is the ancient belief that this protocol of requesting permission from the earth *kami* ensures the safety of workers who will break ground and bring change to what naturally exists. Anything less could be met with anger and result in the destruction of any new building and danger to the workers involved. It's believed carpenters have been performing this ritual since as early as 1600 A.D.

The ceremony today is initiated by the construction contractors: they arrange, pay for, and attend the ritual, which is conducted by a *Kannushi*, or Shinto priest, normally from a neighborhood shrine. Over the years this event has become more of a cultural happening or social custom than a religious act. Even so, workers demand the ritual before they begin any work, to ensure safety and the success of their efforts.

In preparation, small bamboo branches with symbolic paper attached by sacred rope or twine are placed at corners of the site. A tent is placed over a sand floor, shaded by cloth. *Himorogori*, a small evergreen branch, is placed on the table. The ceremony itself consists of the summoning of the *kami*, called *koushin*, then the returning of the *kami*, called *shoushin*, after respects are paid.

Three symbolic wooden tools are used: a scythe, a hoe and a shovel employed by the client, the architectural design firm and the construction firm, respectively. A tuft of grass is cut away. The ground is prepared into a small mound.

The shovel digs into the dirt to signal to the *kami* that *Jichinsai* is proceeding. More ritual steps of respect follow: placing a small evergreen branch with ritual paper called *tamagushi* on a front table called *tamagushi-dai*. Prayer and a toast made with fine Japanese sake finish the event.

The ceremony itself was in support of a land reclamation project to the right of the Yokose fuel pier. Army Corps of Engineers personnel participated as representatives of the office overseeing construction.

*Editor's note: Background information was provided by David Franzen and Alan G. Sattler of the U.S. Army Corps of Engineers, Japan Engineer District, Sasebo Resident Office. Photo courtesy of Hiroshi Nagashima.*

# 2009 Culture Survey highlights DESC's strengths

By Kelly Widener and Susan Declercq Brown  
DESC Public Affairs

Business unit directors, region commanders and staff directors across the Defense Energy Support Center released in September their specific organizations' analysis results from this year's DESC Culture Survey. Based on internal discussions and assessments, each organization targeted areas for improvement and built plans to address those areas. In addition, the DESC Senior Leadership Council targeted two areas for improvement centerwide.

Nearly 60 specific actions are planned by the various organizations to address areas they have targeted for improvement, according to Bertha Lopez, chief of DESC's Analytics Division.

The DESC Culture Survey is part of the Defense Logistics Agency 2009 Culture Survey, which allows DLA to assess the agency's culture and its impact on the work force's ability to perform at maximum potential.

"The first purpose of the survey is to gain insight, the second is to use the information for culture improvement actions," explained DESC Executive Director Pat Dulin. "DESC

tion adaptability and consistency, and individual and leadership involvement.

"The Culture Survey is an opportunity for us to engage as a team with our work force, look at our culture and make any needed changes to strengthen our internal processes," said Dulin. "It also allows us to gauge how our organizational culture has progressed over the years."

Results from the 2009 survey indicate DESC's overall culture atmosphere remains steady with the previous survey taken in 2006. Dulin noted that world-class organizations consistently score in the third band. DESC's scores were in the third band again this year.

"Taken as a whole, DESC employees' responses reflected an ethical environment, scoring high in areas such as communication and information sharing, an instilled learning environment and understanding our customers' needs," Dulin summarized. "These areas scored high in the 2006 survey as well, which tells us we are continuing to focus on the right processes and actions involved to maintain these positives in our culture."

Dulin added that the summary also captured areas the organization can improve on such as increased communication between directorates, reacting to and accepting process changes and incorporating customer recommendations into operational processes.

DESC's Senior Leadership Council adopted two focus areas to target centerwide: Creating Change and Coordination and Integration to achieve Consistency.

"The senior leaders recognize DESC needs to focus on quickly reacting to changes in the business environment and to anticipate future changes," said Dulin. "Employees must be prepared to create adaptive and innovative ways to meet changing needs." The council has identified three actions to help achieve these goals – communicate the vision and need for change more effectively; establish cross-business unit working groups to develop and submit ideas that enable DESC to respond to evolving customer needs; and encourage supervisors to implement positive changes more rapidly.

"The survey results highlighted a need to improve cross-functional interaction and wider Business Unit coordination to ensure common business goals are consistently met and integrated across the organization," said Dulin. The senior leaders plan three actions to support the goals – create cross-functional teams to engage with other business units and develop cross-functional projects; share information via multiple communication channels to create a common understanding of key business issues; and make goal setting more transparent across the organization, ensuring employees at every level understand the key focus areas.

**DESC's Senior Leaders adopted two areas to target centerwide: Creating Change and Coordination and Integration to achieve Consistency.**

uses the Culture Survey to engage our work force and leadership in discussions leading to informed actions that improve our collective performance."

"Using the results of this survey proactively by making improvements in areas within our culture will ultimately have a positive impact on operational performance," said Dulin. "As we continue to meet the high demands of our customers, we're committed to ensuring our organization establishes and maintains an effective and efficient culture that supports our overall mission and work environment."

Defense Energy Support Center employees have a deep understanding of their customers' wants and needs according to the recent results of the organization's annual culture survey.

The survey, developed to provide DESC leadership with insight into the overall organization culture, is comprised of approximately 110 questions allowing employees to provide detailed feedback on areas including mission focus, organiza-





## AFPET welcomes new commander

Air Force Col. Jon A. Larvick assumed command of the Air Force Petroleum Agency in a ceremony at the Andrew T. McNamara Auditorium, Fort Belvoir, Va., July 8. Air Force Maj. Gen. Robert H. McMahon, director of Logistics for U.S. Air Force Deputy Chief of Staff for Logistics, Installations and Mission Support officiated the ceremony.

In his last assignment, Larvick, who assumed command from Air Force Col. Tiger Hession, was director of the Defense Energy Support Center's Bulk Petroleum Business Unit where he led military and civilian professionals to manage the bulk petroleum supply chain. He is a graduate of the Air Command and Staff College, Air War College and National War College. He has commanded at the squadron level and deployed in support of Operations Iraqi Freedom and Enduring Freedom.

The North Dakota native says the agency will "focus on the

fundamentals of the business and follow the simple mantra: 'never spill it, never contaminate it, and never, ever run out of it.'" Larvick expects to "incorporate technology into ... operations where that technology brings about improvements in efficiency effectiveness, accountability or safety.

"We will continue to team with DESC and our sister service control points as we work on alternative energy, facility readiness and other supply chain initiatives," he said.

Hession reported to the Logistics Directorate of U.S. Pacific Command in August. "Commanding the AFPET was simply the best job I've ever had in my 29 year career," he said. "The quiet professionals of DESC, the service control points and the petroleum, oil and lubricants career field are truly the unsung heroes of our war effort, with whom it was an honor to be associated."

Organizations across the center have targeted their planned actions to improve in four areas: Involvement, with 17 actions targeting team orientation, empowerment and capability development; Adaptability, with 16 actions targeting creating change and customer focus; Mission, with 11 actions targeting vision, goals and objectives and strategic direction; and Consistency, with nine actions affecting coordination and

integration and values.

DESC employees can view the individual business units' and organization overall survey results on eWorkplace. From eWorkplace, select My Workspace, then Community Files, then Corporate Culture and then DESC 2009 Corporate Culture Survey.

# Aerospace Energy provides ‘out of this world’ support

**By Charlene Smoot**  
**DESC Aerospace Energy Business Unit**

You’ve heard it said that space is the final frontier. For decades now, Americans have watched as we’ve not only pioneered that frontier with manned space missions, but placed generations of helpful satellites into orbit. Today, many of us take for granted the technology from space launches that has brought new conveniences and capabilities to our everyday lives — worldwide data uplinks, cell phones, weather forecasts, satellite radio, global positioning systems and even geo-mapping and imagery. Have you ever stopped to think about how we propel our rockets into space and keep our satellites in orbit?

That’s where Defense Energy Support Center’s Aerospace Energy Business Unit excels. The specialized personnel who make up DESC’s Aerospace Energy team in San Antonio provide liquid and gas propellant support to rocket and satellite propulsion systems — not only for the U.S. government but also for commercial U.S. partners in the space launch industry.

DESC Aerospace Energy’s involvement starts with a

scheduled satellite delivery from a commercial launch vehicle such as the Delta II, Delta IV, Atlas V or Falcon 1 rocket. Before satellite construction is even complete, the satellite’s thrusters are tested with DESC-provided products such as monopropellant hydrazine or xenon. The thrusters help keep the satellite in its proper orbit once launched. After successful thruster testing, the completed satellite is delivered to the launch site without the DESC propellants and fuel loading begins before the satellite is loaded in the payload area of the rocket.

The launch vehicle rocket itself also uses DESC-managed products and is usually fueled just before launch. A rocket’s first stage needs the largest kick to lift off against gravity and may require some of the specialized grade fuels such as RP1, a kerosene-based rocket propellant, and super cold liquid oxygen as the oxidizer to get it going.

Upper rocket stages, which fire after the first stage is spent and separated, are generally loaded with DESC-supplied propellants such as monomethylhydrazine, or MMH, as the fuel and dinitrogen tetroxide, or N2O4, as the oxidizer. At this altitude, there is little to no oxygen, so the rocket engines must be able to support their own ignition.

The last rocket stage must gently guide the payload, the satellite, into the proper orbit using thrusters that generally also use MMH and N2O4.

Finally, the deployed satellite, throughout its operational life then relies on the on-board thruster fuel supplied by DESC to fire thrusters when necessary in order to maintain orbit.

Besides providing service to commercial entities in partnership with DoD and NASA, such as Lockheed Martin, Boeing and the United Launch Alliance, the Aerospace Energy team has also gained new customers among entrants in the X-Prize Cup challenge. The challenge is a competition that requires a commercial company to successfully demonstrate a vehicle that simulates flight between the moon and lunar orbit.

## The Commercial Space Launch Act

You may ask how a government agency can sell to a commercial company. The DESC Aerospace Energy BU is authorized to sell propellants and other space-related products to commercial entities under the Commercial Space Launch Act. The CSLA authorizes the



*Left to right, SpaceX Deputy Site Director Nickey Raines, SpaceX Site Director Thomas Markusic and Selvin Rex, Defense Energy Support Center’s Aerospace Energy item manager, meet recently at SpaceX Corporation’s rocket engine test site, McGregor, Texas. (Photo by Lou Foehrkolb)*



government to sell products and services to U.S. companies in the space and launch business.

“Commercial customers comprised 43 percent of our total sales in fiscal 2008 – aggregating their space and launch requirements with DoD and NASA’s, who we also support with many of our products, is key to obtaining the economies of scale that lead to better pricing for everyone,” says Sharon Murphy, Aerospace Energy’s director.

How do DESC’s commercial space industry customers regard the support they receive?

Thomas Markusic, director of the Texas Test Site for Space Exploration Technologies Corporation, or SpaceX, sums it up nicely: “DESC continues to supply SpaceX with high quality propellants in a timely, responsive manner. DESC is an important partner in SpaceX’s mission to provide the most reliable and economical access to space.”

In fact, to strengthen DESC and SpaceX’s partnership, Murphy and her team recently traveled to McGregor, Texas, the test site for the SpaceX Falcon rocket’s main engine testing. Besides discussing SpaceX programs and future requirements, the Aerospace Energy team was treated to an “up close and personal” view of the Merlin rocket engine test. The Merlin engine uses RP1, which Aerospace Energy manages as the DoD Integrated Material Manager.

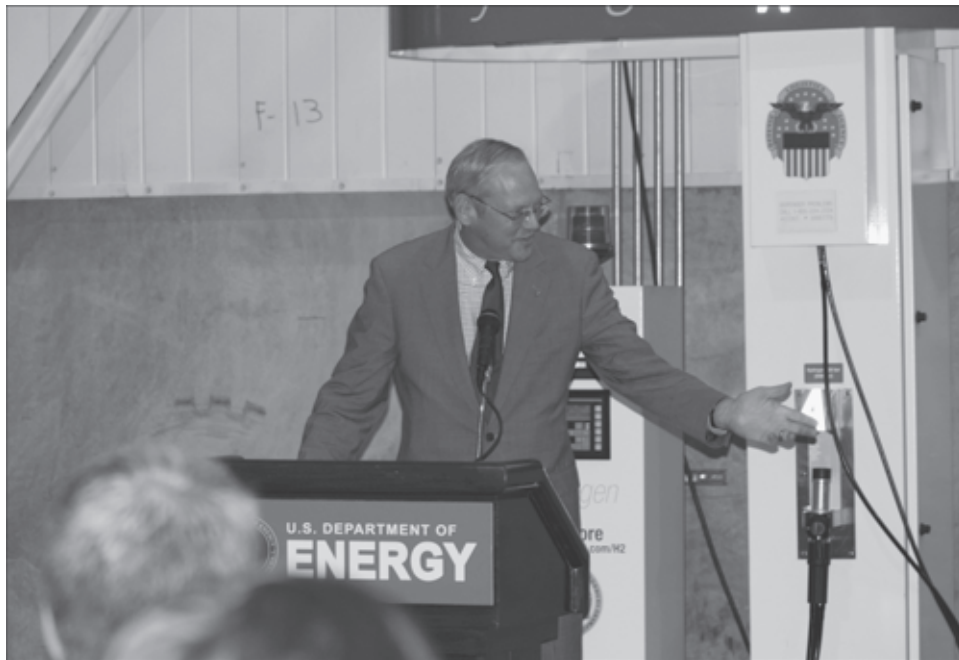
So, the next time you watch the latest weather forecast with satellite imagery, answer your cell phone, or switch on your satellite radio, just remember that a small dedicated team of DESC Aerospace Energy employees helped by providing the energy products to get that technology in place to make it all possible.



*A Merlin Rocket engine test at SpaceX Corporation's McGregor, Texas, test site. (Photo by Lou Foehrkolb)*



*A Defense Energy Support Center Aerospace Energy Business Unit team meets with SpaceX representatives at a company facility in McGregor, Texas: seated clockwise from the left are Thomas Markusic and Nickey Raines of SpaceX, Selvin Rex, Sharon Murphy, Lou Foehrkolb, Mary Helen Martinez and Sylvia Urias-Vallejo of DESC. Teammember Liliana Pyle was the photographer.*



*Defense Energy Support Center Director Kim Huntley gestures to a hydrogen fueling tank at the Defense Distribution Center's Defense Distribution Depot Susquehanna, Pa., during a September ceremony recognizing the Defense Logistics Agency's use of hydrogen fuel cell technology. (Photo courtesy of Defense Distribution Center.)*

## **DOE recognizes hydrogen fuel cell use 7,000 refuelings in seven months**

**By Stacy L. Umstead  
DDC Public Affairs**

Department of Energy's Deputy Assistant Secretary for Renewable Energy Jacques Beaudry-Losique gave kudos to the Defense Distribution Center's Defense Distribution Depot, Susquehanna, Pa., or DDSP, at a September ceremony lauding its use of hydrogen fuel cell technology.

DDSP, the Defense Logistics Agency's Eastern Strategic Distribution Platform, was the first Department of Defense activity to deploy hydrogen fuel cell technology. And, since its implementation in February, DDSP has refueled hydrogen fuel cell forklifts more than 7,000 times in seven months.

Hydrogen, the fuel of choice for most fuel cell applications, is poised to be the cleanest supply of energy and can be generated from a range of renewable sources. When converted to energy, it emits predominantly water vapor. Fuel cells function like a battery; with external fuel (hydrogen) being supplied rather than the use of stored electricity.

"Today's event commemorates a significant milestone for government adoption of fuel cell technology. The Defense Logistics Agency is widely recognized within the government and across the hydrogen and fuel cell industry as a leader in the demonstration and use of fuel cells for material handling," said Beaudry-Losique. "We are proud to partner with DoD and DLA on this effort and will continue to look for ways to encourage others to follow DLA's lead.

Kim Huntley, director of DLA's Defense Energy Support Center, addressed the more than 100 people in attendance, many of whom were from private industry. "As the Federal government, we are often early adopters of innovative energy solutions; and we know we are successful when industry is eager to adopt our model. DDC is a proven model and best practice for hydrogen fuel cell initiatives," he said.

During the ceremony, which took place in DDSP's Eastern Distribution Center's Air Lines of Communications pallet building area, DDC Commander Marine Corps Brig. Gen. Peter Talleri emphasized DDC's commitment to use of alternative fuels. "The air pallets you see around you are air pallets destined for soldiers, sailors, airmen and Marines located in Afghanistan, Iraq, Kuwait and other locations in Southwest Asia," said Talleri. "The hard working men and women of DDSP are proudly moving this material quickly and efficiently, and they are moving it using forklifts powered with hydrogen fuel cell technology. In addition to our efforts at DDSP, DDC is moving forward with the pilots planned for our distribution centers in Warner Robins, Ga., and San Joaquin, Calif."

At the Defense Distribution Depot Warner Robins, where the mission is evolving, DDC has already begun construction on a forklift project which will replace 20 electric and propane units with hydrogen fuel cell powered forklifts by Spring.





**Above:** Defense Energy Support Center Director Kim Huntley speaks with the driver of a hydrogen fuel cell powered forklift after a September ceremony at the Defense Distribution Depot Susquehanna, Pa. Huntley was there to speak and to meet with DDC and Department of Energy representatives. (Photo courtesy of Defense Distribution Center.)

**Left:** Commemorating 7,000 hydrogen refuelings, Department of Energy Deputy Assistant Secretary for Renewable Energy Jacques Beaudry-Losique refuels a hydrogen fuel cell powered forklift. Looking on, from the left, are Defense Distribution Center Commander Marine Corps Brig. Gen. Peter J. Talleri, DDC Deputy Commander William Budden and Defense Energy Support Center Director Kim Huntley. DDC is DESC's sister field activity within the Defense Logistics Agency. (Photo courtesy of Defense Distribution Center.)



At the Defense Distribution Depot San Joaquin, DLA's Western Strategic Distribution Platform, planning is underway to deploy 20 new fuel cell forklifts to replace propane powered units. The project's infrastructure will create hydrogen on site, using solar power to electrolyze water.

Concluding the commemorative event, DDSP representatives refueled a hydrogen fuel cell forklift and with a "choir" of forklift horns, the forklift broke through a banner reading "7,000 refuelings in 7 months," entering the ceremonial area to a round of applause.

# DESC team searches for joint training opportunities

By Vicki Harris  
DESC Executive Agent Office

Representatives of the Defense Energy Support Center's Executive Agent Office, or DESC-X, ventured out on a new mission this summer. The mission: to boldly go where no fuelie has gone before—to all three military services' fuel schools. The team is tasked with identifying whether a need and an opportunity exist to build joint petroleum training courses available to all services across the Department of Defense.

The goal is to ensure the courses continue to prepare our uniformed service men and women to operate in a joint environment — to be knowledgeable of the equipment and procedures they will encounter in that environment.

Currently, deployed fuel specialists may encounter new equipment and procedures when they arrive for duty in a joint operation. Joint training might better enable fuelies to hit the ground running.

DESC-X's Training Project Manager Randy Beltran and his

team outlined three objectives to accomplish while researching the merits of this new joint initiative. They are:

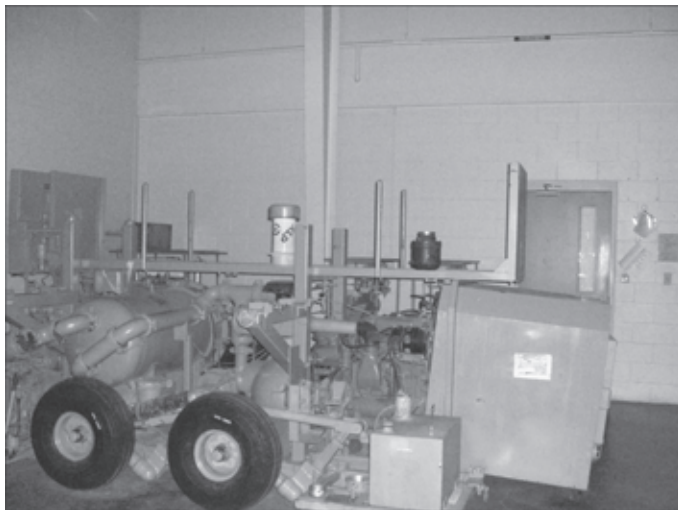
- Standardize technical data, procedures and doctrine;
- Build joint equipment familiarization courses; and
- Improve joint training

Beltran and his team began their journey by going on a fact-finding mission to observe fuel courses currently taught at the three military services' petroleum training facilities: Naval Petroleum Training Center at San Diego Naval Air Station, Calif.; Fuels Training Complex at Sheppard Air Force Base, Texas; and Petroleum and Water Department at Fort Lee, Va. They visited these sites in July and August to review the plans of instruction for entry and intermediate courses and to discuss opportunities with the experts. Prior to this initiative, DESC-X did not have insight into what the services taught in their fuel courses.

The team met with training facilitators at each location to share ideas on what they envision a joint course should teach. These comments will be the foundation in preliminary assessment of joint course requirements for DESC, the military services, and warfighting commands. Additionally, courses currently taught by DESC are being reviewed for course content.

A review of this magnitude has not been done before, according to Beltran. There are many steps ahead in the process, as the hard work begins. The project manager will review the plans of instruction for the courses and look for commonalities in the terminology, procedures and equipment that students are exposed to in the courses. Next, the training centers' course managers will be contacted to provide more detailed information on those areas that have commonality. DESC-X's team will consolidate areas of commonality and consult with the course managers for any additional information.

The team will present a position paper to the DESC leadership to evaluate whether the initiative and recommendations have merit. The initiative then will be placed on the Bulk Petroleum Executive Agent Component Steering Group agenda for discussion and approval. If approved, the CSG will start the process to build a joint training



## Photos from Fuels Training Complex Sheppard Air Force Base, Texas

**Top left:** An R14 Air Transportable Hydrant Refueling System is a widely used and versatile ground refueling system. It can be shipped or airlifted anywhere in the world and made fully operational in hours.

**Left:** A 400-gallon Cryotainer designed to issue and receive liquid oxygen or nitrogen in a deployed location.

**Right:** An R14, which can pump 600 gallons per minute, and two 50,000-gallon fuel bladders.



course.

As with any project of this magnitude, substantial research, analysis and evaluation are required to ensure senior leaders have all the information needed to make good decisions and to guarantee the success of any forthcoming efforts. DESC-X's team will continue to share progress and findings as the project proceeds.

"Many thanks to the services' course facilitators and staff for untiring assistance to DESC in this new area of emphasis for Class III Bulk Petroleum training," said Beltran.



### Photos from Naval Petroleum Training Center San Diego Naval Air Station

**Top right:** From the right, Art Van anRooy, fuels distribution coordinator for Petroleum Management Consultants, Spencer Dukes, a fuels instructor at City College of San Diego, and Vicki Harris of the Defense Energy Support Center's Bulk Petroleum Executive Agent Office tour training facilities.

**Right:** These centrifuge machines are used to determine bottom sediment and water percentages. Fuel spins for 15 minutes while sediment and water collect at the bottom of graduated tubes.

**Bottom right:** These combined contaminate fuel detectors are also used to determine the amounts of water and sediment in JP5 samples.



# LSS fosters continuous improvement, learning

By Uniqueka M. Davis  
Bulk Petroleum Business Unit

Over the past year, Defense Energy Support Center Director Kim Huntley has encouraged DESC leadership to actively participate in implementing Lean Six Sigma programs. Leaning forward, as he states, “greatly enhances our ability to determine when and where we need improvement.”

LSS highlights process deficiencies and helps solve them by engaging team members with a *stake* in the outcome.

Bulk Fuels Overseas Team recently conducted an LSS event, which focused on streamlining by creating and standardizing the Afghanistan transportation lost fuel claim process.

Previously, the DESC Afghanistan/Pakistan team struggled with the lack of uniformity in claims preparation and processing. There were so many variations of the current claim process that no current process could be established.

To formulate a new process, communicating with both internal and external customers was essential. Also critical to the process were DESC Middle East Representatives Jack

Whitaker and Donald Dean and Defense Finance and Accounting Service’s Accounts Receivable Representatives Roger Huth and Timothy Denman.

With the revised recommendations incorporated into the process, the team was finally on the right track. As a result, they established parameters – a starting and ending point.

Establishing an area of concentration was key in meeting present and future agency streamlining needs. The team created a desktop guide, which will be used as the standard format to follow when resolving a claim dispute. In hopes of continuing improvement efforts, the Direct Delivery Fuels Business Unit will develop a future process map to further streamline the process for maximum efficiency.

Any changes to the process will be communicated to *stakeholders* to obtain feedback and approval, if necessary. Ultimately, this process will aid in the Defense Logistics Agency’s efforts to eliminate losses, collect monies for services not rendered and improve cost savings.

## New Commander Takes Reins of DESC Americas

*New Defense Energy Support Center Americas Commander Army Col. William Keyes accepts the DESC unit colors from DESC Director Kim Huntley. Passing colors symbolizes the transfer of leadership. Outgoing commander Army Col. Shawn Walsh looks on.*





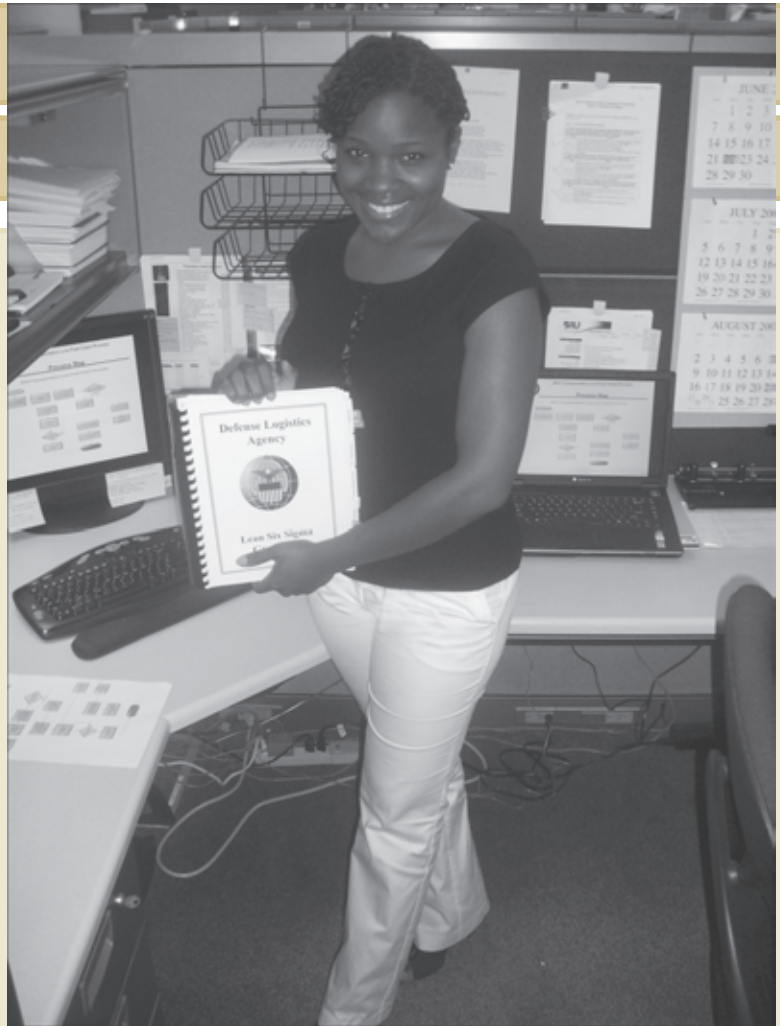
# On a personal note...

*Leading the Bulk Petroleum Business Unit's LSS event was especially rewarding for me. Prior to the event, I received Yellow Belt training and some supplemental reading materials. It really went a long way toward preparing me. In addition, DESC leaders Rockne Krill and Joan Turrisi provided invaluable advice and guidance. I also received support and training from Michael Bissig and Team Lead Lynda Brown. They gave me the encouragement and knowledge needed to pull together a large-scale streamlining venture.*

*The whole experience helped me grow as a professional. While I felt ill-prepared for the challenge at the onset, by the end I considered myself an expert. It provided great experience as I had the opportunity to teach other team members, facilitate meetings with stakeholders and brief directors.*

*Being able to understand a process, recognize its inefficiencies and find ways to improve it is a core duty for any government employee. And participating in a Lean event is an excellent way to learn these skills.*

*Bulk Petroleum Overseas Team continuously strives to meet and exceed expectations and requests, while pioneering new standards and practices to improve the efficiency of our contracting methods. With the climate consistently changing and new missions, innovation is the key element in sustaining this enterprise. This is only the beginning of the way this business unit does Business.*



**Uniqueka Davis**

## **By Army Capt. Jason Hill DESC Americas**

Army Col. William 'Bill' Keyes assumed command of the Defense Energy Support Center Americas from Army Col. Shawn Walsh during a ceremony June 30. The ceremony was conducted at the Petroleum Club, atop the ExxonMobil Building in Houston. Family and friends of the honorees, employees and retired DESC alumni, as well as government and industry partners attended the ceremony.

DESC Director Kim Huntley officiated. He welcomed Keyes to the DESC family and elaborated on the opportunities incumbent in his new command. Keyes pledged his dedication to the DESC team and the warfighter. He will build on the foundation of business excellence and customer service established by previous commanders.

Keyes previously served as the subject matter expert for Logistics, U.S. Army Peace Keeping and Stability Operations Institute, Carlisle Barracks, Pa. A graduate of the University of Florida, Keyes was commissioned as an infantry officer in 1986 upon completion of Officer Candidate School. His previous key assignments include service with the 1<sup>st</sup> Infantry Division, Fort Riley, Kan.; 82d Airborne

Division, Fort Bragg, N.C.; and 10<sup>th</sup> Mountain Division (LT), Fort Drum, N.Y. He also served as an exchange officer in Sydney, Australia, and plans and executive officer to the logistics director of U.S. Central Command, MacDill Air Force Base, Fla. Keyes previously commanded the 172d Brigade Support Battalion, Fort Wainwright, Alaska. As commander, he deployed the unit to Mosul, Iraq, in support of the 172d Stryker Brigade Combat Team from August 2005 to November 2006.

DESC Americas is a joint command manned by service members and Department of Defense civilians. The unit's mission is to provide timely, on-specification fuels to support customer mission success within the DESC Americas region by executing distribution, inventory and quality assurance functions. Subordinate DESC Americas offices are located in Houston and San Pedro, Calif.

Huntley complimented Walsh on the outstanding accomplishments of the unit and for his contributions, leadership and service. Walsh retires from active duty with 25 years of service.

# SEA Card®

## Open Market program moves to full production

By Ann Sielaty

### DESC Government Fuel Card Program Management Office

Have you ever stepped back to think about how a U.S. military vessel gets fuel at a port where government-owned fuel is not available or there is not a Defense Energy Support Center bunker contract? What is the process, how does the ship purchase fuel, and what is the paper trail required for payment?

Today, U.S. military vessels purchase fuel at non-DESC contract ports by working through the port husbanding service contractor to obtain quotes from the local fuel suppliers at the port. The vessel first prepares a paper order for the merchant with requested quantity and type of fuel. After the vessel receives the fuel, the government paper order, the merchant's paper invoice and the bunker delivery receipt notice must all match before submission to a government finance office for payment.

Since the quantity delivered seldom matches the requested amount, tracking the vessel to get a corrected government paper order becomes a challenge. The time involved in managing the process from beginning to end encompasses many man-hours. The bunkering process is complex. It involves product verification, merchants verifying supplier qualifications, letter of credit management, transaction confirmation, disputes resolutions, audit reporting and other administrative details.

The Department of Defense SEA Card® Order Management System Open Market functionality is a new technology that takes away the cumbersome paper process for the warfighter and provides a state of the art, online Web-based ordering process that meets Federal Acquisition Regulations to obtain merchant competition. DoD-SCOMS® connects ships' supply

officers and contracting officers to fuel vendors and payment offices by providing an efficient order, receipt and invoice mechanism for branches and customers of Department of Defense. This makes it much easier for merchants to do business with the military. The program is managed by DESC's Government Fuel Card Program Management Office.

How does the process work?

The vessel ordering officer logs into the secure system. After determining there is not a DESC bunker contract at the port, the ordering officer uses the system to input a specific fuel request at a non-contract port, identifying the type of fuel required, method of delivery and quantity. E-mails are sent to all merchants registered at the port announcing a fuel order is available for quote. The merchants go through a competitive quote process, and if all specifications, terms and conditions, and delivery mode can be met, a warranted contracting officer makes an award to the lowest price, technically-acceptable offeror.

Merchants that did not win the quote are notified immediately by e-mail and 72 hours later receive an email with the winning merchant's name and awarded unit price.

DoD-SCOMS® offers the merchants the ability to identify fuel specifications, via a fuel typical form, if the product being offered is different than the product specification requested by the vessel. Once the delivery has been received, the merchant logs back into the system to input invoice details. An e-mail notification is sent to the vessel's accountable official letting him know an invoice is ready for approval. After logging into DoD-SCOMS®, the AO is able to view the merchant invoice to determine if the quantity and fuel product received matched what the vessel received.

If everything matches, the AO pins the order and the electronic payment process begins. If the AO does not agree with the quantity received, the order can be disputed. The contracting officer receives an e-mail notification of the disputed quantity and the order remains in a dispute status until all issues are resolved between the contracting officer, vessel and merchant. Once the contracting officer resolves a dispute, an e-mail notification is sent via the system to both the merchant and the AO with instructions on how to complete the order so the electronic payment process may continue.

For the first time in history, unparalleled bunker reporting and management data is available in real-time to the merchant, customer, service control points and DESC.

DESC's military customers have requested different levels of



- Home
- + Account Summary
- + Utilities
- SEA Card® Order System
- Port Search
- Customer Quote Search
- Customer Order Search
- Open Requisitions Page
- Contact Us/Feedback
- DFSP List
- Forms & Documents
- Program Information
- + Terms And Conditions
- Customer Tutorial
- Merchant Tutorial
- Change Password
- Logout

**Quote Request**

**Port Name CORPUS CHRISTI**      **Port City CORPUS CHRISTI**  
**State TX**      **Country United States**

---

**Quote Details**

+ Branch of Service

+ Customer

+ Card

+ Mask Vessel

Husbanding Service Provider Name

Husbanding Service Provider Phone

Husbanding Service Provider Fax

Comments/Requests

+ Delivery Date       Port Local Time (MM/DD/YYYY HH:MI) America/Chicago

+ Product <input type="text" value="-- Select One --"/>	+ Quantity <input type="text"/>	+ Unit of Measure <input type="text" value="--"/>	+ Delivery Method <input type="text" value="--"/>
---	---------------------------------	---	---

+ User Time (MM/DD/YYYY HH:MI)

+ Quote Start Time       + Quote End Time       Current Date  -6 GMT

---

Port Local Time (MM/DD/YYYY HH:MI) America/Chicago

Quote Start Time       Quote End Time       Current Date  -6 GMT

---

Zulu(MM/DD/YYYY HH:MI GMT) Universal

Quote Start Time       Quote End Time       Current Date

+ denotes mandatory field

support for using the OM functionality. The U.S. Coast Guard’s operational tempo lends itself to using internal or shore-based contract support for its OM awards in DoD-SCOMS®.

Military Sealift Command and the Navy requested that DESC provide the contract support for all their OM orders. DESC, MSC and the Navy entered into a unique partnering arrangement in which DESC’s bunker contracting officer and contract specialists will use DoD-SCOMS® to award their OM spot buys.

This is the first time DESC has been involved with a mission that requires 24/7 support to vessels on the move worldwide requiring a fuel purchase outside of a defense fuel support point or a DESC bunker contract at port.

Additionally, the Army logistics directorate is currently working on an operational plan for using DoD-SCOMS® for all Army vessels.

The OM pilot program ran from August 2008 through March 2009, resulting in the successful award of 52 orders totaling \$13 million. DESC Director Kim Huntley, approved full program production for DoD-SCOMS® Open Market July 8. DESC, in coordination with the military services, will be refining the OM business rules as we move forward, providing day-to-day operational support.

System enhancements are a large part of the SEA Card® program. It is only with the suggestions from military service component program managers, vessel ordering and accountability officers, the bunker contracting team, DESC’s card processor and

the merchants that DESC’s fuel card office can successfully develop and implement improvements to the order, receipt and invoice process in SCOMS®. Enhancements to the system include increased communication within DoD-SCOMS® between all parties through the use of a “comment box” and the ability for the merchant to enter additional point of contact information or specific port details, such as port hours of operation. These are two of a long list of system enhancements that have either been completed or are in the final stages of development.

Merchant participation in the program is vital to its success. DESC’s card processor, Multi Service Corporation, facilitates merchant registration, successfully covering over 2,300 ports worldwide. The merchants have provided very positive feedback and particularly like the systems’ electronic payment and dispute functions.

Once the government approves a completed order the merchant is paid by Multi Service who in turn invoices DESC for the fuel. This allows the merchants to maintain adequate lines of credit.

DoD-SCOMS® OM spot buy success has provided a unique opportunity to revolutionize and modernize the commercial bunker process for the federal government. Since the onset of the pilot, DESC’s customers have placed 95 orders totaling \$17.9 million, further enabling DESC to meet DLA’s strategic thrust to deliver supply chain excellence.



# DESC personnel team empowers workforce

## By DESC Manpower and Training Analysis Office

Empowerment. One definition of empowerment is to give someone a greater sense of confidence or self-esteem. The Defense Energy Support Center Manpower and Training Analysis Office, called DESC-H, provides the tools, opportunities and services to employees to empower them to successfully accomplish the mission.

DESC-H provides employees with a greater sense of confidence through the use of three teams.

The first is the Workforce Development Team, or DESC-HD. The mission of DESC-HD is to serve as the principal advisor and consultant for all DESC training and workforce development initiatives. The team establishes and acquires specialized training programs, workshops and seminars to meet specific DESC requirements. In addition, they review, approve, acquire and process all DESC individual training requests.

The team is responsible for distance learning, Ninth House, the Performance Enhancement Program, Petroleum Officers Course, Executive Development and supervisory courses. In addition, they coordinate the following training: Defense Acquisition University, Contracting, Quality, Defense Acquisition Workforce Improvement Act certifications, Defense Acquisition Core, Joint Course of Logistics Decision Analysis for Logisticians and college or university special assignments.

This mission provides employees the opportunity to enhance their knowledge base and make them more competitive in career progression, empowering them through expertise and knowledge.

**DESC-H, provides the tools, opportunities and services to employees to empower them to successfully accomplish the mission.**

The second team to empower employees is the Manpower Analysis Team or DESC-HC, whose mission is to coordinate with the Defense Logistics Agency's Human Resources Office on civilian personnel matters. The office serves as the control point for all personnel actions and issues between DESC and the Columbus, Ohio, HR office. They ensure changes, like realignments, reassignment, gains, losses, etc. are forwarded to Financial Operations for coordination. They verify, edit and monitor all draft or new position descriptions received, in

coordination with management. They serve as focal point for the Priority Placement program and overseas extension assignments. They are also responsible for the Employee Leave Database program.

The third, and most important, way DESC-H empowers employees is through the Manpower and Workforce Planning Team or DESC-HP. This team does it all. You want it, you got it. DESC-HP's mission is to provide definition, analysis and monitoring of workforce development initiatives conducted by DLA. These include:

- DESC Multi-Functional Program
- DESC Mentor and Protégé Program
- Federal Career Intern Center in concert with DLA Training Center
- Multi-Source Feedback Program
- Enterprise Leader Development Program and
- Executive Development Program

The DESC-HP team develops, prioritizes, executes and monitors DESC corporate training initiatives. They serve as liaison and point of contact for DLA headquarters training and development initiatives. The team provides oversight and policy guidance for DESC managers with regards to workforce development, leadership enhancement and employee policy matters. In addition, they act as liaison with union representatives, DESC managers and the DESC workforce.

DESC-HP leads or participates in program initiatives for organizational workforce development issues. They manage the DESC recruiting strategy which is designed to fill current and projected vacancies with candidates from various sources to accomplish DESC's mission.





# Team huddle empowers DESC Europe and Africa team

**By Army Capt. Joe Hamilton,  
DESC Europe and Africa**

Army Col. Stephen Walker, commander of Defense Energy Support Center Europe and Africa hosted a three-day On-Site Huddle in Kaiserslautern, Germany, Aug. 11-13. The huddle synergized key DESC-E&A leadership with quality assurance representatives, operations officers and liaison officers from throughout the organization.

The event was designed to ensure all DESC-E&A members achieved the same level of understanding of the organization's vision, focus and direction in support of DESC and its customers. Centered around past, present and future events, exercises and missions, the On-Site Huddle proved itself enlightening and instructive, ending with Walker empowering his team to shape the success of energy operations in Europe, Africa and Northern Iraq during the next 12 months and beyond.

The team participated in focused discussions led by NATO, U.S. European Command and U.S. Africa Command liaisons, as well as by U.S. Air Forces in Europe, U.S. Navy Europe, U.S. Army Europe and 21st Theater Sustainment Command operations officers who highlighted their progress and concerns.

Additional topics concentrated on the one-year review of the

*Above: Defense Energy Support Center Europe and Africa On-site Huddle participants from the left: Kneeling, Air Force Capt. Walter Dedrick, Air Force Capt. Lewis Benton, Army Capt. Joe Hamilton and Air Force Capt. Gerald Martinez. Standing, middle row, are George Atwood, Massimo Fornaini, Rick Lepp, Navy Cmdr. Charles Colbert, Army Col. Steve Walker, Air Force Master Sgt. Mike Caddy, Sam Cooks, Carl Varner, David Lamm, Steve Vicente, Bob Collins and Jim Curtin. In the back are John Cummings, Charles Hunter, Don Brown, Sam Bekele, Dan Schmidt, Air Force Maj. Phil Noltemeyer, Mike Cochran, Davis Sanders and Army Maj. Craig McIlwain.*

existing Air Force Bulk Fuels Initiative in Europe and its close relative, USAREUR Optimization; Defense Logistics Agency Enterprise Support fuel construction, inventory management operations, auditability function progress and Lean Six Sigma. Future exercises and operations were also discussed.

Participants also discussed the recent re-organization of DESC-E&A Operations and realignment of Mediterranean sub-region positions. The final team discussion was dedicated to U.S. Central Command Iraq withdrawal planning and its potential impact to the Northern Iraq Ground Line of Communication. Open discussions by all marked the event's success by providing a forum for extensive conversation while leveraging the knowledge and insight of the region's team members.

Walker also welcomed new members to the team and recognized Local Nationals Thomas Ecker, Wolfgang Leis, Massimo Fornaini and Sam Bekele for their long and outstanding service to DESC.

# Latest DESC Town Hall meeting spans many issues

By Susan Declercq Brown  
DESC Public Affairs

In his town hall meeting Aug. 18, Defense Energy Support Center Director Kim Huntley complimented employees on their outstanding support to operations in Afghanistan and Iraq, saying, “We are flush in Afghanistan going into Ramadan and Eid [a time when fuel operations in the region slow dramatically due to religious observances], and Iraq hasn’t been an issue all



summer. Hats off to all who played a part in that.”

The director also relayed a conversation he recently had with Defense Logistics Agency Director Vice Adm. Alan S. Thompson in which Thompson had asked, “How does it feel to be in charge of an agency that is going to make things better for our nation in years to come?”

“I ask you all the same question,” said Huntley. “What we do here is incredibly important — in petroleum, in utilities, in alternative fuels and renewable energy. We are at the forefront of it all for this nation.”

Huntley also presented service award certificates, premiered the new DESC mission video and discussed his recent business trips. DESC Executive Director Patrick Dulin and other presenters discussed use of government resources, the results of the DLA Culture Survey, and presented updates on the National Security Personnel System and the upcoming partial relocation of employees.

## Awards

The following employees were recognized for Service Awards:  
40 years – Daniel Farmer, Americas West; Dennis Stanley, Senior Procurement Office

35 years – Joe Graham, Customer and Command Support; Fred Nelson, Bulk Petroleum; Mike Shannon, Quality; Fred Cheney, Americas East; Annette Cravalho, Pacific; and Gordon Evans, Americas West

30 years – Bill MacLaren, Executive Agent; Mary Pardo, Senior Procurement Office; Ann Sielaty, Fuel Card Office; and Christine Gasper, Pacific.

## DESC video premiered

The nine-minute video “DESC: Energizing the U.S. Mission Worldwide” earned a round of applause from the standing-room only audience. It can be viewed on DESC’s Web site, [www.DESC.dla.mil](http://www.DESC.dla.mil). Huntley said a shorter version of the video has been running in Europe on the Armed Forces Network.

## Director’s recent business trips

The director outlined recent trips. He held town hall meetings and officiated at the DESC Americas change of command during a June visit to San Antonio and Houston. In July, he travelled to Germany and England where he met with the DESC Europe team and the directors of logistics for U.S. European Command, U.S. Air Forces in Europe and U.S Army Europe. Huntley also met with U.S. Africa Command director of logistics to discuss the new command’s challenges – time, distance, availability of suppliers and quality – and pledged DESC’s support to meet them. In Germany, he also met with a prominent renewable energy provider and toured wind and solar facilities. In England, Huntley observed F-15 jet fighters in round robin take-offs and landings, as well as hot (engine running) refueling. Finally he met

**Top left:** Defense Energy Support Center Director Kim Huntley recounts a conversation with Defense Logistics Agency director Navy Vice Adm. Alan S. Thompson at the August DESC Town Hall meeting at Fort Belvoir, Va.

**Opposite page:** DESC Executive Director Patrick Dulin explains the proper use of government resources to DESC Fort Belvoir employees in a town hall meeting Aug. 18.





**What we do here is incredibly important — in petroleum, in utilities, in alternative fuels and renewable energy. We are at the forefront of it all for this nation.**

**-- Huntley**

**We need to continue to enhance our ability to adapt and meet change in the future.**

**-- Dulin**

with representatives of DESC's only Strategic Alliance supplier, Air BP. In August, Huntley participated in the GovEnergy Conference in Rhode Island; there he supported the DESC marketing booth and met with senior energy officials from many federal organizations.

### **Use of government funds**

Addressing the proper use of government resources, Dulin reviewed issues in the areas of travel fraud and e-mail and Internet usage – as well as reporting procedures. He reminded employees of their responsibility to know what is right and what is not, and to act when they see something is wrong. Violations, or suspected violations, must be reported, he stressed. "Don't just learn your responsibilities, act on them."

### **Culture Survey results**

Dulin also took the audience on a brief tour of the results from the DLA Culture Survey. Pointing to a chart comparing this year's results to results from the previous survey, he noted that while there were some ups and downs in many areas, DESC had stayed in the third band again. He explained that world-class organizations consistently score in the third and fourth bands, so DESC's results are something to be proud of. "But, this isn't good enough for DESC," he said. "We need to be better able to adapt and meet change in the future. Lean Six Sigma, Continuous Process Improvement and others are leading us in that direction, but we need to continue to improve in that area." Dulin said all business unit directors and region commanders have their specific results and are targeting areas for improvement and building plans to address

those areas. [Those results were announced in September.

### **NSPS Cycle**

Manpower and Workforce Development Director Darcy Hall provided an overview of the NSPS cycle, noting that we are coming to the end of the second performance period. In September, NSPS employees, who make up 39 percent of DESC's workforce now, complete the critical self-assessments. Dulin jumped in to emphasize that the self assessments are at the core of the NSPS system. "It's time to learn to brag on yourselves," Dulin urged, adding that employees should be keeping journals of their accomplishments and shouldn't wait to begin their self assessments.

### **Upcoming partial relocation**

Navy Cmdr. Tracy Keenan, Bulk Petroleum Business Unit, briefed employees that the partial relocation plan for DESC has not been approved yet. The Relocation Integrated Process Team anticipates some feedback on when the move will take place, and to where, by October, she said. The team will make its recommendations around that same timeframe on what offices or positions should be temporarily relocated. She thanked employees for taking the time to complete surveys for the team and reminded employees that 90-days notice will be provided before any move.

The next DESC Town Hall meeting is scheduled for Nov. 17.

# Customer support visits bring improvements to Gila Bend

**By Air Force Lt. Col Jon Ramer  
Commander, DESC Americas West**

The air over Gila Bend, Ariz., can go from desert quiet to F-16 noisy in mere seconds. Situated 60 miles south of Luke Air Force Base and 120 miles west of Davis-Monthan AFB, Gila Bend Air Force Auxiliary Field is the control center for the Barry M. Goldwater bombing range, a 2.7 million-acre area of the Sonoran Desert in south Arizona.

More than 50 aircrews can use the various fields and ranges in the training area at the same time. And at any moment, those air crews might have to divert to the small airfield at Gila Bend AFAF. That presents a problem.

The problem isn't the amount of airspace or room on the ramp; the problem is fuel.

The fuels flight at Gila Bend is managed by Roger Alvey of the 56th Fighter Wing Range Management Office. "We can get a dozen aircraft on our ramp with no warning at all," he said. "That used to be a huge problem because we only had 10,000 gallons of JP8 storage capacity."

But, not any more.

Enter Defense Energy Support Center Americas West. As commander of DESC AMW, I made a customer visit to Gila Bend in 2008. When we arrived in the morning, there were four planes on the ramp. Then an F-16 took the barrier at Luke AFB and closed the runway there. An hour later there were 14 planes on the ramp at Gila Bend.

Those fourteen F-16s required more than 20,000 gallons of fuel to get home, which was problematic because Gila Bend didn't even have that much storage capacity. Most of the planes and pilots had to spend the night in Gila Bend waiting for the next day's fuel delivery. Something had to be done.

That something was to connect the Gila Bend people with DESC's Sustainment, Restoration, Maintenance and Energy office and get a project in the system to improve their petroleum, oil and lubricant facilities.

Two days before we visited Gila Bend, we visited Fort Huachuca, Ariz., and saw the self-contained, above-ground tanks, or SCATs, they were using. That was the answer. We immediately helped Alvey do the paperwork so the 56<sup>th</sup> FW could get some SCATs.

With some guidance, support and a little favorable elbow grease, the paperwork sailed through the system. On Aug. 4 of that year, ground was broken for the concrete pad to support two 20,000-gallon SCAT tanks. Final inspection and acceptance occurred Dec. 9.

For a mere \$380,000, the Gila Bend POL capacity went from a single 10,000-gallon tank with a delivery rate of 200 gallons per minute, to 40,000 gallons and 300 gallons per minute —

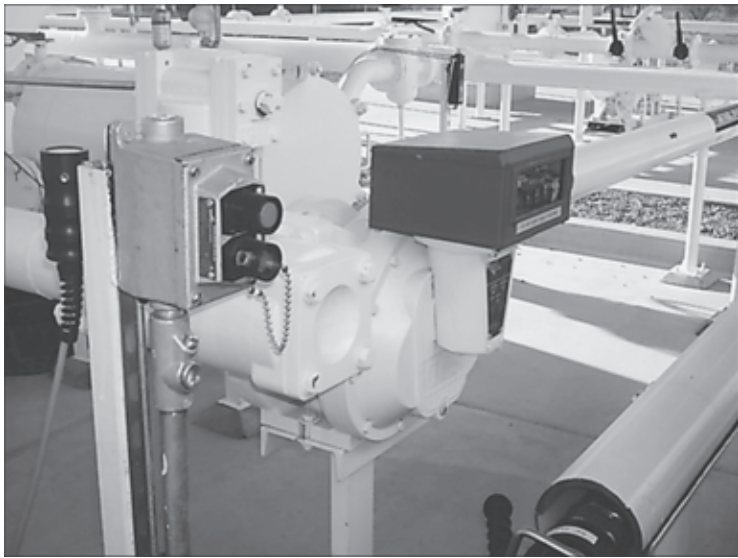


including secondary containment, automatic tank gauging, security fencing and everything else a modern fuel system should have.

Now, no more missions are lost, diverted or delayed because of fuel constraints at Gila Bend's Goldwater Bombing Range. And, it's all due to two well-timed customer visits.

"We couldn't be happier with the support from DESC," said Alvey. "They really went above and beyond helping us fix our problem."

On a return customer visit to Gila Bend, I was able to see the completed project. It's a really great feeling to see something like this come together. This is what DESC is all about — improving support for our customers.



**We couldn't be  
happier with the  
support from  
DESC.  
-- Alvey**

**Photos show** *Defense Energy Support Center Americas-facilitated construction in the fuels area of Gila Bend Air Force Auxiliary Field, Ariz., and the completed project. The base installed self-contained above-ground tanks with automatic tank gauges to increase storage. The installation quadrupled its capacity for \$380,000 in less than six months.*





# French officers conduct benchmarking visit to U.S.

**By Terry Shawn**  
**DESC Public Affairs**

Members of the Defense Energy Support Center's Executive Agent Office recently said "bonjour et au revoir" to visiting officers from the French Joint Petroleum Service.

The DESC team hosted two officers June 22 - July 1, arranging briefings and visits to petroleum, oils and lubricants sites in the U.S. to help benchmark areas of common interest. Director of the French Joint Petroleum Service Maj. Gen. Vincent Gauthier sent the officers to meet with DESC Director Kim Huntley and other DLA officials to study customer relationships between DLA and the military services.

The French team from Service Des Essence de Armées, a counterpart to DESC, was made up of SEA officers Lt. Col. Jean-Nicolas Noviant and Capt. Samuel Borey. The two began their weeklong round of visits with a meeting at Fort Belvoir with Huntley, followed by meetings with Regina Gray, director of DESC Executive Agent Office, and Army Col. Mark Olinger, DESC director of Operations. Over the next two days, the French delegation was given a thorough update by DESC business units, covering current operations with a specific emphasis on how customer relationship principles are integrated into the DESC business model.

"This visit from the French Joint Petroleum Service allows DESC to continue their ongoing efforts to expand our worldwide relationships and share some of the successes we have experienced in supply chain management for POL," Huntley said. The director added that he was particularly encouraged to hear of the French team's interest in renewable energy and alternative fuels.

Gauthier said the team's goal was to better understand the links between DESC and the separate military services at home and overseas, "especially in the field of supply procedures, financial organization, quality surveillance and operations planning."

To help meet these objectives, the Executive Agent team arranged visits to several military fuel facilities in Virginia. Project officer Rick Iwanski accompanied the SEA officers on visits to the Navy Bulk POL operations at the Craney Island Terminal, Langley Air Force Base, and the Army Petroleum and Water Department training center at Fort Lee. The group also visited the Defense Supply Center Richmond, Va., to observe packaged POL operations. The officers also met with service control point representatives from the Army Petroleum Center, Air Force Petroleum Agency, and the Naval Operations Logistics Support Center – Petroleum.

Noviant said he appreciated observing and learning about the operations at these locations, noting that the visit to Fort Lee gave him ideas about how SEA could strengthen fuels training to include more hands-on training.

"DESC and SEA have the same global mission to provide fuel support to the military forces everywhere, every time," Noviant said, "although SEA provides only bulk petroleum and not other forms of energy."

"This visit helps solidify the high level of cooperation and interest our organizations have in each other," said Iwanski. "We discussed potential collaboration in the areas of alternative energy, equipment and training that would be of great benefit to us both. We are looking forward to exploring these areas for mutual benefit and developing an even closer relationship in the months to come."



**Left:** *The entourage gathers on the barge receipt pier at Langley Air Force Base, Va., during a benchmarking tour of U.S. petroleum, oil and lubricants operations. From the left, Defense Energy Support Center project officer Rick Iwanski of the Executive Agent Office, Capt. Samuel Borey and Lt. Col. Jean-Nicolas Noviant of the French Joint Petroleum Service, partially visible Air Force Master Sgt. Shonda Rizo of the Air Force Petroleum Agency, Tom Ashman of the Executive Agent Office and Air Force MSgt. Clevon Allen of Langley Fuels Management Flight Operations attend to a presentation by Allen Whiteman of Maytag Aircraft, the terminal manager, whose shoulder is visible on the left. (Photos by Vicki Harris)*

**Right:** *French officers Capt. Samuel Borey, left, and Lt. Col. Jean-Nicolas Noviant, enjoy a humorous moment with representatives of the Langley Air Force Base, Va., Flight Operations staff.*

# Canadian POL director visits

Canadian Forces Cmdr. Pierre Bedard, director of Supply Chain Operations, Fuels and Lubricants, left, attends to a presentation on the Petroleum Quality Analysis System-Enhanced from U.S. Army Staff Sgt. Rodrigo Gonzalez of the Petroleum and Water Department at Fort Lee, Va., Sept. 8. Bedard visited the PWD as part of a three-day visit to the United States to study how the U.S. conducts its military fuel supply operations. During his visit, he received tours of both water and petroleum training facilities, including the Military-in-the-Field Training Facility.

"I've found many commonalities in the way we do business, and certainly opportunities to collaborate further on issues as we move forward in further establishing our department," said Bedard.

In addition to the PWD tour, Bedard attended the Defense Energy Support Center Overview Course to better understand the various business units and how they support the warfighter.

Regina Gray, director of DESC's Executive Agent Office, said the visit "was positive for both the U.S. and Canada, allowing an exchange of information, ideas and cultivating relationships to meet the energy challenges of the future."



# Rhode Island conference suppo

**By Terry Shawn**  
**DESC Public Affairs**

The Defense Energy Support Center's Small Business Programs Office held its second and final Small Business Network and Training Conference of fiscal 2009 in Rhode Island in September. The conferences seek to enhance small business participation in federal acquisitions with companies capable of providing energy commodities and services.

These commodities include petroleum refineries and terminals in the production of aviation fuels, aviation gasoline, Naval Fuel Distillate F76 and gasohol; producers of aerospace fuels to include liquid propellants, non-propellant cryogenics and compressed gases; suppliers of electricity including wind, biomass and geothermal renewable energy and suppliers of coal; and managers of government-owned contractor-operated and contractor-owned contractor-operated storage terminals and utility privatization services.

Approximately 90 attendees and 15 federal government

representatives attended the free conference in Newport, R. I., Sept. 9. Representatives from DESC, the Defense Logistics Agency, Rhode Island Procurement Technical Assistance Center and the Small Business Administration were there to provide information and support to small business representatives.

Attendees were welcomed by several DESC senior leaders. Lula Manley, associate director of the DESC Small Business Programs office, opened the conference, stating, "Many of you asked during advertisement of our previous Small Business conferences that we should host one in the Northeast, and we made it happen." Manley assured attendees the "information you receive today will assist you in offering on upcoming opportunities with DESC." Throughout the day she also reiterated that DESC's support to small business would not end with the conference but would continue through mentorship

## CSM training expands in 2010

**By Therese Muldoon**  
**DESC Customer Support Division**

Since first implementing nearly five years ago, the Defense Logistics Agency has taken major strides to improving the Enterprise Business Systems Customer Support Management program, formerly called Customer Relationship Management.

### A Look into FY2010

Beginning this January, the Enterprise will upgrade the EBS SAP CRM software application to version 7.0. This improved application will provide a new Web User Interface and an advanced infrastructure for future enhancements.

Following the upgrade, the Defense Energy Support Center's Customer Support Division will be conducting training at DESC Fort Belvoir and the regions on the following EBS CSM process areas: Customer Outreach, Lead and Opportunity Management, Account Management and Service Management.

"Time spent getting our system users up to speed on this mission-critical technology is time well-invested for the future success of the DESC CSM program," said DESC Customer Support Division Chief, Susan Turner.

### CSM Training at DESC

In November 2008, the DESC Customer Support Division deployed the Service Management pilot to educate employees about CSM and equip them with tools to better serve their customers. The pilot targeted a select number of employees at DESC Fort Belvoir and DESC Americas West for training. At pilot end, more than 50 employees were trained in CSM Service

Management.

"The ultimate goal for Service Management is to educate and train all customer-facing employees throughout DESC," said Turner. Progress is being made, as today, more than 130 employees have been trained in Service Management at DESC's Fort Belvoir, Aerospace Energy Business Unit, DESC Americas and DESC Pacific. In addition, approximately 30 employees across DESC have been trained in Customer Outreach.

### Value of CSM at DLA

The EBS SAP CRM software application provides a means to strengthen DLA's customer-facing efforts and provides access to customer information for employees around the globe. The growth and development of agency employees through world-class training allows for better customer support as the enterprise missions continue to expand throughout the world. No matter where they are positioned, employees benefit from enhanced customer support capabilities, including access to a "single view" of all issues, multi-channel options, and around the clock support.

EBS CSM allows DLA to be more agile and to effectively manage customer expectations. In addition, EBS CSM enhances the ability to collaborate by providing the capability to collect and share information across the enterprise.

"With CSM, our organization is better able to deliver value as well as support the warfighter," Turner said.



# Supporting small businesses

and direct one-on-one contact with businesses seeking to develop relationships and compete successfully for DESC contracts.

Patrick Dulin, deputy director of DESC, said “I’m confident you will find this conference to be an excellent opportunity to learn more about government contracting and our customer requirements.”

“Having a strong small businesses program partnership with DESC, DLA and the Department of Defense makes us all stronger as a nation,” said Army Lt. Col. Keith Sylvia, commander of DESC Americas East, stressing the importance of small businesses to the DESC mission.

Conference attendee Michael Nicholas, president and CEO of NIMS Services Inc., agreed with those assessments. “The networking is priceless,” he said. “And, every time I attend a conference I learn a new aspect of contracting because every region and every solicitation is different,” he added.

First on the agenda were presentations by DESC experts outlining how to do business with DESC, sharing the importance of each business unit and how it operates, telling companies where to locate upcoming business opportunities and providing points of contact for more information. David Christy, Acquisition Policy and Oversight; Virginia Broadnax, Small Business; Christine Hopper, Bulk Petroleum Business Unit; Theodore Jones, Direct Delivery Fuels Business Unit; Joe Knudson and Brian Nuckols, Installation Energy Business Unit; and Lindsey Hicks, Quality and Technical Support, provided insights.

**Having a strong small business program partnership with DESC, DLA and the Department of Defense makes us all stronger as a nation. --**

**Army Lt. Col. Keith Sylvia  
DESC Americas East**

**... every time I attend a conference I learn a new aspect of contracting because every region and every solicitation is different --**

**Michael Nicholas  
NIMS Services, Inc.**

Mark Hayward, district director of the Rhode Island SBA office, gave an overview of the agency and discussed the functions of his office. Dorothy Reynolds, program manager of the Rhode Island Procurement Technical Assistance Center, explained the program and the assistance provided to both small and large businesses.

The conference also provided an opportunity to engage large businesses interested in participating in the DoD Mentor-Protégé program by becoming a mentor or providing subcontracting opportunities to small businesses. Peg Meehan, director of DLA Office of Small Business Programs, discussed the mentoring program and subcontracting opportunities.

The afternoon was reserved for training and networking breakout sessions. There, attendees could hear more in-depth information on the business units and have an opportunity to ask more detailed questions.

Upcoming Small Business conferences are scheduled May 2010 in San Diego and September 2010 in Raleigh, N.C.

# NAVAIR fuels team plans biofuels flight test next year

By Robert Kaper  
NAVAIR Public Affairs

The Naval Air Warfare Center fuels team is gearing up for biofuels flight tests in an F/A-18 Super Hornet at Patuxent River, Md., by next spring or summer, according to NAVAIR's Rick Kamin, Navy fuels lead. The Defense Energy Support Center is purchasing biofuel for the tests.

Before "biofueling" the plane, the team will first conduct laboratory and rig tests at Pax River, followed by static engine tests with the Super Hornet's F414 engine on a test stand at the Lynn, Mass., facility of manufacturer General Electric. The static tests will take place "probably in the December-January timeframe," Kamin said.

The Navy fuels team is also getting ready to kick off a similar effort to test and certify biofuels for use on ships.

The upcoming tests are part of a larger effort to test and certify promising biofuels in support of the Navy's energy strategy to enhance energy security and environmental stewardship, including reducing greenhouse gas emissions.

"Our major goal is a drop-in replacement" for the Navy's petroleum-based fuels, Kamin said. "The field won't know the difference."

Fuels derived from plants are considered carbon neutral. Burning them doesn't increase the net amount of carbon dioxide in the atmosphere because the carbon they contain was originally absorbed from the air as the plants grew.

NAVAIR has asked for 40,000 gallons of JP5 jet fuel from bio-based feedstocks in a request for proposal issued by DESC. Initial laboratory analyses and rig testing will consume 1,500 gallons; the static engine tests, 16,500 gallons; and the flight

tests, 22,000 gallons. The feedstocks targeted are not used for food to avoid the kind of market competition that drove up corn prices when the government subsidized corn-derived ethanol.

In July, Kamin said fuels received through DESC may include those made from oils produced by plants such as camelina, jatropha or algae.

"We won't know for sure what we're going to get until the procurement process is completed," he said.

Since that time, a contract was awarded Aug. 31 to Sustainable Oils, LLC of Seattle. The fuel will be produced solely from camelina feedstock.

Camelina, also known as gold-of-pleasure or false flax, is in the same family as rapeseed, the source of canola oil. Often considered a weed, camelina is cultivated today for the high-quality oil its seeds produce, both for human consumption and conversion to biodiesel.

Jatropha, which will not be used for this contract, is a tough woody plant that can grow in arid conditions unsuitable for most food crops. Its seeds produce oil that's unfit for human consumption but can be converted to fuel.

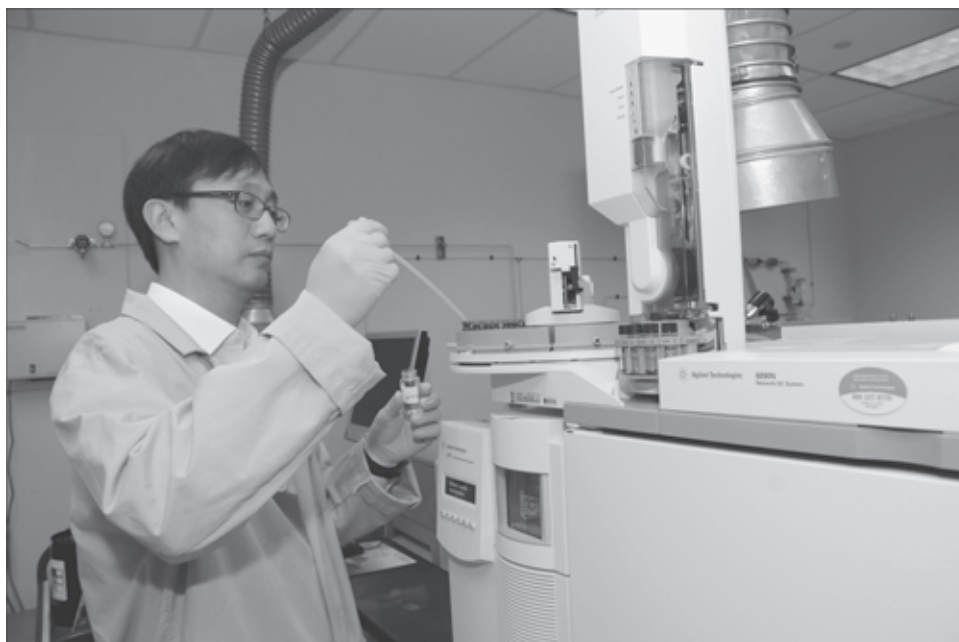
Algae can be grown in vats or ponds under controlled conditions that maximize output and harvesting efficiency. Algae's oil is produced within individual cells.

Oils harvested from the plants are refined into fuel with conventional petroleum refinery processes. This source will also not be used for this contract.

Two commercial biofuels that will not be tested are ethanol, now blended with gasoline, and biodiesel. Ethanol is unsafe for ship-

board use because it ignites too easily, and its lower energy content would significantly reduce aircraft range. The biodiesel sold commercially today consists of oxygen-containing compounds called esters. Although they burn well, esters absorb water too readily to be suitable for the Navy's maritime environment.

For the upcoming static and flight tests, the biofuels will be mixed in a 50-50 blend with conventional petroleum-derived jet fuel to provide the necessary specification properties. Biofuels are not as dense as conventional jet fuel, have less lubricating ability and contain no aromatic compounds, a group of chemical compounds able to penetrate the rubberlike materials that make up gaskets and seals.



“Aromatics are critical for seal swelling,” Kamin noted. “The easiest way to get these properties back in is with a blend with petroleum-based fuels.”

Kamin emphasized that the Navy will not be producing any biofuels itself. “We’re strictly a user, a consumer,” he said. “The Navy doesn’t even procure its own fuel.” Fuel for all military services is purchased by DESC, he said. “We’re responsible for fuel specification requirements. Our main responsibility is to test and certify the alternative fuels for inclusion in our specifications.”

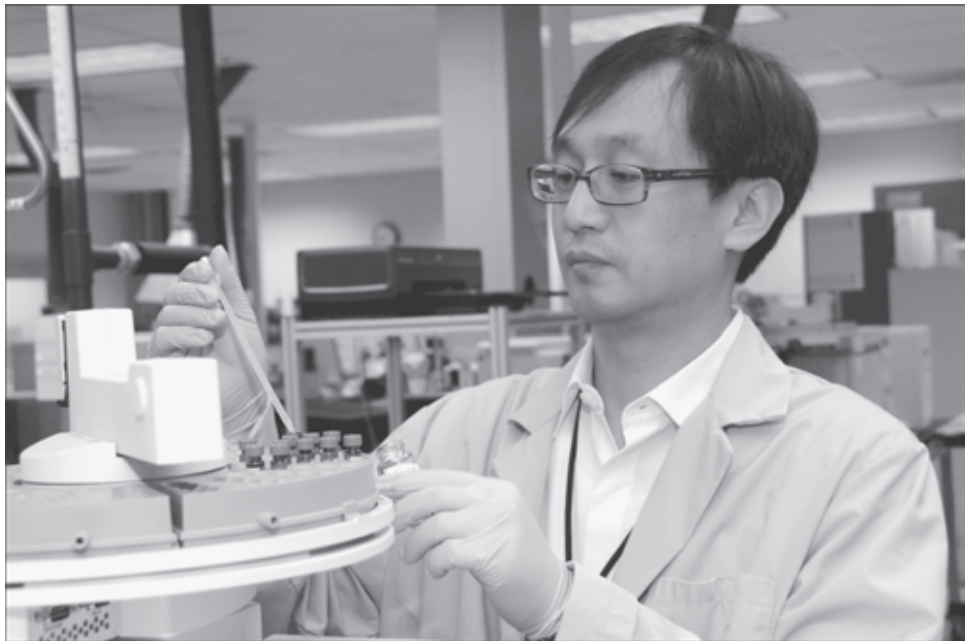
The fuels team will initially apply three categories of standard tests to the fuels received in response to the RFP: analytical chemistry – using instruments such as a mass spectrometer to determine chemical composition and structure; “wet chemistry” – determining the fuels’ response in specific chemical reactions; and rig test properties such as water separability, to determine how the fuels will react in aircraft and in conditions typical of Navy operating conditions, which include long-term storage.

“Storage stability is a unique military and Navy requirement not required in the commercial world,” Kamin noted.

“We’re trying to certify by families, to come up with a spec for an approved class of feedstocks, such as oil shale, petroleum, hydrotreated renewable or coal,” he said. The specifications of each family will be determined initially through the full battery of chemical analysis, physical properties, static engine tests and flight tests. “Hopefully, we’ll do it once, and just look at the chemistry and approve by similarity after that.”

The Navy plans to have test and certification completed on the most promising alternative fuel candidates no later than 2013, Kamin said. As each candidate is approved for use, it will be added to the Navy’s JP5 aviation fuel and F76 ship propulsion fuel specifications. Once in the specification, DESC can buy the fuel to meet Navy requirements from the lowest-cost provider. Actual usage in the fleet will depend on industry production capability.

*Editor’s Note: See page 48 for an article about another alternative fuel contract the Defense Energy Support Center has recently awarded in support of Navy programs.*



**Above:** NAVAIR Chemist Phillip Chang uses a gas chromatograph mass spectrometer to heat the sample, which is then separated into its constituent chemicals. The GCMS detects the various chemicals present and creates a computer-generated visual of peaks indicating the specific components of the chemicals. Chang works for the Fuels and Fuel Systems Branch of the Naval Air Warfare Center Aircraft Division at Naval Air Station Patuxent River, Md.

**Below:** Approximately a dozen biofuels, derived from bio sources such as algae, jatropha and soy, have been tested over the past year at the Navy’s Fuels and Lubricants Laboratory in Patuxent River, Md. One of the most unusual samples the fuels team has tested was derived from agricultural waste — chicken fats and other waste products. Annually, the lab tests several hundred different aircraft, ship and missile fuel samples from a variety of sources. The fuels are tested for their suitability to be used in ships, aircraft and missiles in support of in-service investigations and research and development programs.

**Left:** Chang prepares samples of an algae-derived fuel for testing in a GCMS.





# What powers you?

**By Skip Gieseeking**  
**DESC Bulk Petroleum**

The word empowerment has several meanings within the Democratic socialized and industrialized world. It is most often used in motivational seminars. The term empowerment is frequently used to tell individuals they have the capability to improve themselves and their environments.

According to my research, the word “empower” arose in the seventeenth century, meaning “to invest with authority, authorize or to enable or permit.” Both of these uses continue presently. I believe they are frequently overused by organizations, corporations and individuals in an effort to convince individuals to behave in a manner specifically beneficial to the user of the word.

Self-empowerment may be achieved through education, exercise, overcoming challenges, seeking adventure, accomplishing more than one thought possible and continuously finding ways to improve one’s capabilities.

Social-empowerment may be accomplished by individuals or groups performing forceful behaviors against a less knowledgeable or physically less capable and technologically inept society. But, it may also be obtained through peaceful and culturally acceptable education of individuals or groups capable of influencing smaller or larger groups within the region of operations. This is normally accomplished through commonality and agreement of beliefs and sets of values and goals.

Assisted-empowerment can be identified by the use of equipment, such as computers, radios, wheelchairs, modes of transportation and prosthetic devices. People can provide assisted empowerment as true friends, teachers, coaches, mentors, supervisors, clergy, parents, spouses or siblings.

Processes can be used to empower humans and equipment to become more effective and efficient. The processes must be first identified as required and then designed, planned, tested, coordinated, implemented and the results tracked for effectiveness.

Desired outcomes, must be identified to track the impact the empowerment may have on the intended goals. The short and long term results of empowerment can be beneficial; one can then determine what other areas of life can be improved upon.

Group and individual empowerment efforts and outcomes are the keys to unlocking the successes of any organization. Through leadership and the decisions and ideas generated through the group empowerment process the organization can identify the way forward to achieve the ultimate goal of enhancing the ways we accomplish our various tasks.

Empower yourself through desire, self-motivation and setting and accomplishing realistic goals. As you accomplish each goal, you will discover that you have the ability to excel in ways you had not thought possible.

Caution: Self-empowerment is not dangerous to your health, but you may experience periods of jubilation and exaltation.

# Woman takes ...and fitness

**By Susan Declercq Brown**  
**DESC Public Affairs**

When it comes to self-empowerment, Stef Hamilton is no light weight. But those who know her understand why light-weight might still be an appropriate way to describe the Defense Energy Support Center information technology specialist.

Hamilton, who has been a Defense Logistics Agency employee for 12 years and supported DESC as an IT manager and program analyst for three years, lost 120 pounds over the past 18 months, going from a size 24 to a size 4. She and friends attribute her success to determi-



# empowerment to heart

*Right and opposite, Stef Hamilton at work in the Defense Energy Support Center Bulk Petroleum business Unit, Fort Belvoir, Va.*



nation and, most importantly, a re-discovery of self-empowerment.

“Stef has grabbed the empowerment bull by the horns and has achieved great things in her life both personally as well as professionally,” said friend Skip Giesecking of DESC’s Bulk Petroleum Business Unit Facilities Division.

Hamilton achieved the stunning weight loss while managing Information Operations’ Lean Six Sigma program and serving as program manager for Federal Information System Controls Audit Manual and project manager for Accountant Managing and Provisioning System. And, she juggled a nearly four-hour, round-trip commute each day.

Hamilton said she has always been goal-oriented, but as a wife and mother of two, she tended to put herself last on the priority list. “I got away from taking care of myself,” she observed.

After back surgery two years ago, she became aware that her poor diet and exercise habits were setting a bad example for her children and endangering her chances of living a long healthy life with them. So, she decided it was time for a change.

A former nutritionist, Hamilton researched the latest in dietary knowledge and designed her own eating program – she cut out all fried foods, limited red meats and carbohydrates including sugars, and eliminated condiments. She focused on fruits and vegetables, dairy, grains and proteins. No artificial sweeteners or fat substitutes for her. Just natural foods in smaller proportions, she said.

In addition to altering her diet, Hamilton also began to exercise three days a week, using weight-training and cardio machines in the McNamara Complex fitness center. As her fitness improved, she increased intensity rather than exercise time.

The results were dramatic. She lost the first 100 pounds in just six months.

Hamilton said she reduced the intensity of her exercise after that initial weight loss, but maintained the healthy diet. Now she relies on walking the stairs at work, jogging, biking and playing racquetball to more gradually lose or maintain. “I’m just more active now because I have more energy to do more,” she explained.

“This weight loss process has caused [Stef] to bloom like a

precious rose,” Giesecking observed.

“I went from a being a dandelion to a sweet-smelling, beautiful rose,” Hamilton agreed.

“It’s really important to not be satisfied with the status quo but to keep raising the bar for personal and professional commitments,” she continued. “It leads to empowerment.”

“Anyone can do what I’ve done. But others need to find their own source of empowerment, just as I found mine,” she explained.

Family and friends have been very supportive, said Hamilton. “Everyone needs special people to inspire, uplift and encourage. My true friends have helped me feel special throughout the years, and their support really helped me to believe in myself and empower myself. This was a tremendous accomplishment – both mentally and physically, for me,” she explained, “and I had to make a commitment to empower myself.”

Hamilton said she used small goals and rewards to keep herself motivated and feed the empowerment. For instance, when she dropped from size 24 to 18, she rewarded herself with new clothes.

“I simply had more confidence,” she explained. “I felt better about myself, valued myself more, and I dress differently to reflect that now.” Hamilton said she feels she’s now taken that belief in herself and her commitment into the professional arena as well.

“Her positive attitude about herself and her abilities, both personal and professional, have been the catalyst for her continued success,” said Giesecking.

# Spill response training empowers DESC Japan team

By Richard B. Knapp  
DESC Japan

If knowledge is power, then it logically follows that training empowers. In the fuels quality arena, there are several forms of regular training personnel attend: hazardous material handling, lock-out/tag-out and confined space entry.



Still another learning opportunity is the 40-hour J25 Oil Spill Control Course. For a quality assurance representative, this is considered petroleum commodity recommended training in accordance with DLAI 4155.7 DLA Inventory Control Point Quality Assurance Technical Development Program. QARs from Defense Energy Support Center attended equivalent training in June.

DLAI 4155.7 states, “The Oil Spill Control Course is designed to provide participants with the information and training necessary for handling an oil spill within the capabilities of available equipment and manpower. Students learn to work efficiently within the framework of the law, maximizing their effectiveness under various spill conditions and minimizing spill damage and expense. At the close of the course, each student should be able to recognize potential spill situations and modify and update existing contingency plans to enhance their effectiveness. Also, students will become familiar with legal requirements for properly reporting oil spills, effectively handling the public relations aspects, and will become aware of the legal implications at the spill scene.”

It is possible to attend similar training that has been verified as equivalent to J25 and receive credit for the course. That is what QARs Richard Dennis and Richard Knapp did.

In Japan, the U.S. Navy’s Fleet Industrial Supply Center Yokosuka coordinates annual sessions of Facility Response Team training for their terminals at Hakozaki, Tsurumi, Sasebo and Hachinohe. Con-

trator Tageson Maritime Consulting provides the training.

Led by Bill Tageson, the FRT training at Defense Fuel Support Point Hachinohe, Japan, included both classroom time and on-water response exercises. Equipment put to use included skimmers, response boom, boom reels, boom mooring systems, vacuum trucks, plus other equipment like towing bridles, spare mooring lines, recovery lines, rigging supplies and tools for boats. The course also employed several watercraft — Boston Whaler, SeaArk, a skiff and a boom platform.

On-water training required deploying booms in configurations of anchored U shape, U shape, J leg, stationary skimmer V configuration with two boat prop wash, shoreline recovery operations with vacuum truck and Desmi skimmer, towing and anchoring of boom, and V configurations with 300- and 200-foot legs.

The training took advantage of Military Sealift Command’s charter tanker M/T *TransPacific* as it discharged JP8 into DFSP Hachinohe. Booms were deployed around the vessel to contain a simulated release of fuel—yellow wooden blocks that moved with the current—was stopped by the boom, and eventually collected using the skimmer.

During the training, Tageson validated several areas of spill response: facility equipment evaluation; training evaluation; sensitive area protection strategy validation; and a site evaluation summary. At training’s end, the facility response team was verified as capable of responding to the spill scenarios in the existing facility plan.

This course benefited the QARs beyond the material covered. It created a greater understanding of the facility and the equipment available to react to spills. It was also a unique opportunity to team up and interact with DESC’s Navy customer. And, students benefited from the depth of experience a subject matter expert like Tageson possesses.

All trainees left the course empowered with the confidence that they were properly equipped and experienced to respond to a spill in the area of their facility.







**This page, clockwise from above:**

**Bill Tageson**, of Tageson Marine Consulting, directs the placement of spill response boats. The boat's own prop wash will expedite the "fuel" recovery by the skimmer during a June spill response exercise.

**The boom** is adjusted at the bow of the Military Sealift Command's M/T TransPacific during spill response training at Defense Fuel Support Point Hachinohe in June.

**From the left**, Instructor Bill Tageson and Fuels Director Jim Cunniff, of Fleet and Industrial Supply Center Yokosuka's Defense Fuel Support Point Hachinohe, discuss the best use of manpower and resources for a simulated fuel release in the vicinity of DFSP Hachinohe, Japan.

**The skimmer** is in place with fixed booms.



**Opposite page:**

**Upper left**, Instructor Bill Tageson, in life vest, guides the actions of Fuels Terminal Superintendent Katsunori Yamazaki and Terminal Manager Arnel Bondoc as they react to a simulated release of fuel.

**Bottom left**, Quality Assurance Representative Richard Dennis and the Facility Response Team of Defense Fuel Support Point Hachinohe, Japan, fix the boom in place to prepare to recover a simulated fuel release with the skimmer.

# Algae oil delivers warfighters new energy solution



**Left:** Algae derived oil is poured into a beaker in Solazyme Inc. laboratories. (Photo courtesy of Solazyme)  
**Below:** A Solazyme Inc. employee tends to algae in a company laboratory. (Photo courtesy of Solazyme)

Algae samples. (Photo courtesy of Solazyme)

**By Kelly Widener**  
**DESC Public Affairs**

The Defense Energy Support Center recently awarded a contract for algae oil-derived F76 diesel fuel. The oil is a military-specific fuel the Navy is planning to use in its alternative fuels testing and certification program for shipboard diesel engines, gas turbines and boilers.

The estimated \$8.5 million contract to Solazyme, Inc. of San Francisco, represents a continued commitment by the Department of Defense to move toward energy independence and the use of alternative fuels, officials said.

“This is an important first step with algae oil-derived alternative fuels,” said Kim Huntley, DESC’s director. “Not only are we helping the Navy meet its energy, security and alternative fuels objectives, this contract also demonstrates the continued successful partnering of DESC with our warfighter customers to help them meet their emergent energy needs.”

The contract evaluates a technology developed by Solazyme, which uses new advances in genetic engineering to stimulate various strains of algae to produce a diesel fuel that is an alternative to petroleum produced from crude oil. Under the terms of the contract, the company will produce 20,055 gallons of the product that will meet F76 fuel specifications.

“DESC is partnering with the Navy to move this alternative fuel demonstration forward,” said Mark Iden, deputy director of operations for DESC. “This initiative also supports the DoD’s desire to meet the intent and goals of the Energy Policy Act of 2005 and the Energy Independence and Security Act of 2007.”

Iden added that these contracts will help DoD comply with lowered lifecycle greenhouse gas emissions requirements that are part of these laws and increase energy security by using domestic resources.

This contract is among several others DESC is awarding in support of alternative fuel and energy sources.

Sustainable Oils, LLC of Seattle, was recently awarded a Hydrotreated Renewable HRJ-5 fuel contract award for 40,000 gallons, valued at approximately \$2.7 million. Officials said this contract supports the Navy’s fuel certification testing program of alternative fuels. The fuel itself is produced solely from camelina feedstock, a plant from the flaxseed family.

“While these contracts are now awarded, we expect more to be announced shortly,” Huntley added. “DESC’s mission is to provide the DoD, other government agencies and our customers with energy solutions in the most efficient and economical manner possible. With the continued growing technology in the alternative fuels and renewable energy field, our energy solutions continue to expand, and this first step with algae oil-derived F76 is an excellent example. We are moving forward.”

**Editor’s note: See page 42 for an article about another alternative fuel contract the Defense Energy Support Center has recently awarded for the Navy.**







## Thompson discusses agency goals, achievements

By Dianne Ryder

### DLA Strategic Communications

The Defense Logistics Agency is working in many directions to provide the best support possible for America's warfighters, the agency's director, Navy Vice Adm. Alan Thompson, said in a radio interview in late September.

Thompson discussed DLA's history, challenges, goals and achievements on IBM's Business of Government Hour program on Federal News Radio Sept. 26.

Thompson spoke about the agency's formation in 1961 and how DLA consolidated similar logistics functions from the Army, Navy, Air Force and Marine Corps into a single Department of Defense logistics provider.

"We provide a wide array of support, actually over 1,600 weapons systems and over 95 percent of the spare parts that support our armed forces come from DLA, including 100 percent of support for fuel, food, other energy, medical supplies, uniforms, construction equipment and a number of other commodities," he said.

Thompson also explained how DLA's mission includes the reutilization and disposal process for DoD, the transfer of equipment to other military customers and other federal agencies, and ultimately, the transfer of unneeded military equipment to authorized law enforcement organizations or disposal through public sales.

DLA, as a global enterprise whose presence spans 48 states and 28 countries, has sales of about \$35 billion, which would rank the organization at 65 on the Fortune 500 list of companies, he said.

During the interview, the admiral said the agency's top three challenges are actually DLA's three strategic focus areas: warfighter support enhancement, stewardship excellence and workforce development.

In the area of warfighter support, supporting increased forces and operations in Afghanistan and the responsible withdrawal of forces and equipment from Iraq are the agency's top two priorities, Thompson said.

Also in this area, the agency's relationship with U.S. Transportation Command is critical, particularly in support to Afghanistan.

"Over the last six months, we've been working with TRANSCOM to open what we call the Northern Distribution Network, which is a rail network across the central Asian states



*Defense Logistics Agency Director Vice Adm. Alan Thompson visits a DLA field activity in Kaiserslautern, Germany, in August.*

that enters Afghanistan from the north," Thompson said. "Over 80 percent of the material that has been shipped through the Northern Distribution Network is DLA material, and so this gives us a needed additional source of capacity of shipments into Afghanistan and also provides alternatives if there's disruption on the ground routes through Pakistan."

Turning his focus to Iraq, Thompson said challenges supporting warfighters in Iraq have centered on the tremendous amount of military equipment in the region and the drawdown and repositioning of forces.

"There is a substantial amount of hazardous material, so we are hard at work all over Iraq to make sure that we process that material expeditiously and that we satisfy all environmental requirements in processing the hazardous waste," he said.

Thompson related the second focus area, stewardship excellence, to efficiencies achieved through the Base Realignment and Closure 2005 recommendations and modernization of information technology systems.

The admiral said that DLA is constantly evaluating technology that may be useful in making the agency a more effective and efficient logistics provider. He pointed to substantial upgrades to the Enterprise Business System, the agency's resource planning platform for supply-chain management; the

*Continued on page 50.*



cont'd from page 49.

## Thompson

development of a fusion center that will pull in information from a number of different sources; and other initiatives that will enhance connections to DLA's customers.

We leverage what we see in the private sector to a great extent," Thompson said.

Regarding the third focus area, workforce development, Thompson noted that the average age of DLA employees is 50 and there is an increasing rate of attrition. He said the agency needs to ensure that it attracts a diverse workforce, which can be accomplished by engaging people with different skills and educational backgrounds through more active recruiting efforts and intern programs. Further, he said, the agency needs to focus on training current DLA team members in new technology and processes.

"We believe it's important that we make every effort to represent American society, and so we have a particular focus on increasing diversity at all DLA locations throughout our workforce," Thompson said.

After more than four decades, DLA has changed a lot, but has continued to work in the same direction: supporting warfighters and being good stewards of taxpayer dollars, he said.

Future challenges include continued support of worldwide operations under increasing pressure on military service budgets, he said.

"What I would hope to see [in the future] is that we will continue to build on our history of excellence in logistics support to the armed forces," Thompson said. "The overall level of support that's being provided by DLA is at an historic high; I expect to see that continue to improve even more."

The entire interview is available online at: <http://www.businessofgovernment.org>. Click on the "Recent" tab under "The Business of Government Radio Hour."

# Thompson to Air Force DLA providing world-class

By Kathleen T. Rhem  
DLA Strategic Communications



*Defense Logistics Agency Director Navy Vice Adm. Alan Thompson speaks to members of the Air Force Logistics Officer Association Oct. 13 at the group's annual conference in Las Vegas. Photo by Kathleen T. Rhem*

It takes heroes behind the scenes as well as on the front lines for the U.S. military to succeed in Iraq and Afghanistan. And many of these back-stage heroes are found at the Defense Logistics Agency, DLA Director Navy Vice Adm. Alan Thompson said Oct. 13.

Speaking to a large group of Air Force logisticians in Las Vegas, Thompson recounted how DLA helped keep the Air Force's fleet of C-130 Hercules cargo aircraft in the air after a maintenance issue nearly caused the service's fleet of 435 C-130s to be grounded earlier this year.

"You all know how vital that airframe is to operations in Iraq and Afghanistan," Thompson told attendees at the Air Force Logistics Officer Association's annual conference.

He went on to describe how an Air Force C-130 was found to have cracks in five of its 13 barrel nuts on a wing joint on March 1, and the service was desperate to replace this part on all C-130s. Backorders for this one item skyrocketed to 24,000.

DLA employees at Richmond, Va., and Warner Robins, Ga., jumped in to solve the problem, negotiating delivery of new barrel nuts in five weeks, instead of the standard 52 weeks.

This level of support for a critical Air Force requirement is typical as DLA works with the

# logisticians: *support to Airmen worldwide*

service's logistics assets to build a cohesive system for keeping America's warfighters prepared to fight the nation's battles, Thompson explained.

"That effort to integrate the service team is going to continue in the years ahead," he said. "Our goal is for DLA and the U.S. Air Force logistics team to be one single integrated team."

The Defense Logistics Agency and the Air Force are working closely in several important areas, Thompson continued.

For example, the Air Force is working to deliver a fleet of new M-ATV tactical vehicles to Afghanistan. M-ATVs are the all-terrain version of the Mine Resistant Ambush Protected vehicles that have been protecting U.S. troops from roadside bombs in Iraq. DLA is responsible for sustaining the weapon system with spare parts for as long as it is in use by U.S. forces.

"The first eight have arrived in Afghanistan," Thompson said. "And we're working to ensure we have the sustainment right."

The admiral told the group he will be visiting the Oshkosh, Wis., plant where the vehicles are made later in the week to discuss this sustainment mission with officials there.

Switching gears, Thompson said that fuel support, particularly for the Air Force in Afghanistan, is one of the "great unsung logistics success stories."

"Fuel support goes on beneath the radar, but you all know how the austerity of that country leads to difficulties in getting fuel where it's needed," he said.

Ensuring the Air Force has enough matting to build tactical runways and spare parts for aircraft pose further logistics challenges in Afghanistan, he added.

In addition, DLA distribution centers around the world handle

supplies for all the services. In short, Thompson said, DLA has responsibility to maintain accountability for most items in these locations.

"Those are Air Force supplies we receive, store and issue with a particular focus on efficiency and effectiveness," he said.

In his 45-minute presentation, the admiral also described how DLA provides rations, uniforms, medical supplies and pharmaceuticals, and construction equipment and supplies. In fact, he said, the DLA-provided pre-fabricated structures known as "relocatable buildings," or RLBs, have become the shelter of choice for deployed U.S. forces throughout the world.

In short, the Air Force receives the full spectrum of DLA support wherever Airmen are, Thompson said.

"We enable the U.S. Air Force to perform its mission and to bring Airmen home safely," he said.

Thompson also discussed how DLA is working with Iraqi and Afghan military forces to bring about national logistics capabilities in those countries.

"We're already making a huge impact on the Iraqi military in terms of maintenance of their equipment," Thompson said.

Wrapping up his presentation, Thompson urged the Air Force logisticians to consider assignments at DLA. Airmen should realize working at DLA is simply another way to support the Air Force, he said.

Such an assignment will also garner Airmen valuable joint experience in a multi-service military and civilian organization.

"That blend is part of our strength," he said.

"DLA really is about support to the U.S. Air Force," he added. "And the joint experience will make you a far more capable logistician."

## Executive order bans texting and driving

By **Samantha L. Quigley**  
**American Forces Press Service**

In an executive order issued Oct. 1, President Barack Obama banned federal employees from text messaging while behind the wheel on government business.

"With nearly 3 million civilian employees, the federal government can and should demonstrate leadership in reducing the dangers of text messaging while driving," Obama said in the order. "A federal government-wide prohibition on the use of text messaging while driving on official business or while using government-supplied equipment will help save lives, reduce injuries and set an example..."

Text messaging, or "texting," encompasses more than simply sending a text message via a handheld communication device. It

also includes reading from any handheld or other electronic device.

The order defines driving as "operating a motor vehicle on an active roadway with the motor running." This includes the time the vehicle is temporarily stationary because of traffic, a traffic light or stop sign or other cause.

"It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary," Obama said in the order.

While the order applies specifically to federal employees, it also asks contractors to follow suit.

# *In the Limelight*

## Employee of the Quarter: face of

**By Susan Declercq Brown**  
**DESC Public Affairs**

Yi Myong Sun is the Defense Energy Support Center's Employee of the Quarter, 3rd Quarter. Yi, an inventory specialist for DESC Korea since 1994, was lauded for an outstanding track record of superior performance and stellar customer service.

As lead inventory specialist, Yi provides wholesale fuel and energy solutions to 35,000 military, Department of Defense and other federal agency employees located in 32 different locations across the Korean Peninsula. She supervises the accounting for bulk receipt, storage and issue of more than 100 million gallons of United States Forces Korea fuel.

"She is the face of DESC Korea customer service in Korea," said DESC Korea Commander Army Lt. Col. Peter Lane when he nominated Yi for the award.

"Her support to the Business Systems Modernization-Energy and Fuels Automated System systems was incredible and demanding as she negotiated a web of cooperation between the Army network administrators, Varec Inc., Syntech, and fuel point operators," said Lane.

Before Yi dug in to resolve the problems, the majority of fuel points in Korea's inventory accounts were unreconciled and the staff was unable to access the Internet. Without Internet access the Financial Management Division-Express systems

cannot process transactions through the automated accountability programs, and fuel accountants can't do their jobs.

The system actions were at DESC headquarters and the Army Petroleum Center, Fort Belvoir, Va., awaiting resolution, but Yi did not sit by awaiting a resolution. By travelling to key sites and telephoning "every Army computer technician in Korea," she helped the Army directors of information management and information management officers reach synergy on customer support procedures. This saved headquarters staff business travel expense and effort and resolved the issue sooner.

Next, Yi helped Varec Inc. establish new contacts to approach for support.

"Her efforts to assist Army communications became a virtual process analysis workshop, which ultimately assisted all parties involved," said Lane. "Her phenomenal efforts to get organizations working together more fluidly to reduce bottlenecks and find synergy saved the government a large amount of [overseas travel costs] and meeting expenditures."

Yi said her motivation stemmed from the phrase, "Where there's a will, there's a way." She said her boss listened to her and had faith in her ability to solve the problem. That was empowering for her. She said she also kept in mind the people who loved her and were

## Bulk Petroleum team member recognized for excellence in traffic management



*Warren Boone, a traffic management specialist in the Defense Energy Support Center Bulk Petroleum Business Unit's Bulk Distribution Division, accepts the Excellence in Traffic Management Award from Army Maj. Gen. James L. Hodge, commanding general of Surface Deployment and Distributions Command, at the National Defense Transportation Association's 63<sup>rd</sup> Annual Forum and Exposition in Nashville, Tenn., Sept. 23.*





# DESC Korea

relying on her. “Their great expectation on me made me overcome the obstacles,” she explained.

Yi also stressed she could not have been successful in solving the problems without a team of DESC, Army and contractor professionals working to achieve the same goal. “I salute them,” she said.

In addition, Yi orchestrated three weeks of BSM-E training courses, held in Daegu. She networked with customers, answered questions face to face and resolved many issues on the spot. And, her expert local knowledge and guidance helped customers and students pinpoint benchmark procedures through DESC contracts, policy, fuel point networking and peninsula-wide BSM-E accounting.

Yi has been keeping outstanding accounting of DESC’s capitalized fuel at Waegwan Defense Fuel Support Point for years, so when the facility was audited recently in a local assistance visit by a Pacific Region inventory accountability expert, the visit was a complete success.

“Ms. Yi brings the Peninsula together and always supports the customer. Her sustained, exemplary performance results in a significant, positive impact on the DESC mission, and our ability to ‘Fuel the Fight Tonight,’” Lane concluded.

Yi Myong Sun



## By Terry Shawn DESC Public Affairs

Warren Boone, a traffic management specialist in the Defense Energy Support Center’s Bulk Petroleum Business Unit, won a Military Surface Deployment and Distribution Command award for outstanding service in traffic management. Army Maj. Gen. James L. Hodge, commanding general of SDDC presented the Excellence in Traffic Management Awards at a luncheon Sept. 23 during the National Defense Transportation Association’s 63<sup>rd</sup> Annual Forum and Exposition in Nashville, Tenn. Boone was one of eight individuals to be recognized.

The awardees were honored for a wide range of transportation duties including support for deployment readiness operations, ammunition and ordnance delivery, military airlift routing, logistics support, mobility training, personal property shipments and petroleum movement.

The recipients included representatives from the military services, Coast Guard, Defense Logistics Agency, Army and Air Force Exchange Service and the Defense Contract Management Agency.

Boone, on his first assignment at Ft. Belvoir, was hired in February 2008 to work in the Bulk Distribution division of the business unit after his retirement from the Army. His last active duty assignment was as transportation noncommissioned officer-in-charge with DESC Europe.

Boone says he appreciates the recognition, but didn’t feel he had done anything “above and beyond.”

“I could not have accomplished any of it without the help of the other members of Bulk Distribution,” Boone added.

The Excellence in Traffic Management Awards are presented each year by SDDC to exceptional traffic managers, both civilian and enlisted personnel, that best represent SDDC’s competencies as global surface transportation experts who are committed, dependable and relentless, according to a news release issued by the Military Surface Deployment and Distribution Command at Scott Air Force Base, Ill.

# Whitaker captures DESC, DLA honors

By Susan Declercq Brown  
DESC Public Affairs

Army Sgt. 1st Class Caleb L. Whitaker Jr. is the Senior Noncommissioned Officer of the Quarter, 3<sup>rd</sup> Quarter, for the Defense Energy Support Center and the Defense Logistics Agency. Whitaker has been assigned to the DESC Japan office since October 2008. The five-year fuels veteran is serving his first assignment with DESC.

Announcing the award in late July, DESC Director Kim Huntley lauded Whitaker for his many contributions to the DESC mission and called the petroleum distribution supervisor “a leader both on and off duty.”

Whitaker said he thinks his most significant contributions were to provide top support to the warfighter.

“The most rewarding part of the job is working with the people within DESC,” Whitaker said. “They come from many different backgrounds and have a wealth of knowledge. I have met DESC employees from around the world, especially from DESC Pacific on my many TDYs [business trips], and they all had some type of experience or knowledge to share.”

Whitaker synchronized a myriad of petroleum logistics support issues, sustaining operations at 15 defense fuel support points storing more than \$690 million of petroleum products said DESC Japan Geoffrey Connell when he nominated the NCO for the award.

Whitaker coordinated the shipment of 156 rail-car and 420 tank-truck deliveries totaling 4 million gallons of aviation and ground fuel, fulfilling the U.S. joint military requirements in Japan.

He saved DESC \$273,000 annually by expertly leading a Japan-wide conversion from 35-ton to 36-ton rail tank cars. Whitaker compared the long-term cost benefits of converting to 36-ton trucks and 45-ton trucks, determining the 36-ton offered the least impact to standard price

and the most efficiency for DESC. As a result, contract solicitation and award were completed in April, and the cost benefits passed on to the customer.

The NCO also resolutely guided to closure a contract for DFSP Misawa, Japan, which had been in negotiations for three years, said Connell. The contract enabled two DFSPs to validate and execute contingency capabilities by making an alternate receipt capability available.

Whitaker also prepared for an upcoming 2010 contract cycle Post, Camps and Station requirements data call by actually walking much of the island of Okinawa. In this way, he was able to physically verify the status of more than 200 fuel storage tanks.

“Caleb personally drove the customer interaction between DESC Japan, DESC’s Direct Delivery Fuels business Unit and military customers in Okinawa to collect, validate and submit fuel requirements for 473 storage tanks supported by a four-year direct delivery contract,” Connell said.

In addition, he ensured seamless mission transfer from organic support to PC& S by facilitating ground ports and RDC training for more than 80 military customers. “He ensured there was no impact to customers,” said Connell.

Whitaker coordinated what Connell called a “massive” meeting to hammer out guidelines for the new Utility Cost



Sharing process. Once representatives from Direct Delivery Fuels, DESC Japan, DESC Pacific, United States Forces Japan logistics directorate, and the Defense Finance and Accounting Service Columbus and Japan had met, they were able to eliminate the Japanese government’s concerns and potential roadblocks to the \$79.4 million program.

The NCO also made significant contributions within his organization. He motivated his team to provide flawless maintenance of four operational and transportation contracts. He received kudos from the 374<sup>th</sup> Contracting Squadron for those efforts. In addition, when he took on new telephone control officer duties, he consolidated communication requirements, pushed for new cell phones to replace vintage models and got new lines installed in vital areas. Finally, Whitaker greatly improved the work

## Outgoing commander receives Legion of Merit



*Before relinquishing command of Defense Energy Support Center Americas June 30, Army Col. Shawn Walsh receives the Legion of Merit from DESC Director Kim Huntley, in recognition of his military service culminating as the DESC-AM commander. Walsh retires from active duty this year after 25 years of distinguished service.*

environment and streamlined procedures, inventorying and accounting for 100 percent of more than 250 pieces of equipment valued at more than \$400,000. He transferred or turned in \$10,000 of excess equipment. He also improved the customer's ability to identify service providers and improved information flow and unit branding by purchasing and installing professional name plates for office cubicles.

The newcomer to DESC says the most challenging part of his job has been crossing over into a big organization like DESC and working in many levels of operations, such as PC&S and bulk petroleum.

To what does he attribute his success in

the job? The experience and training he gets from the DESC Japan team on a daily basis, as well as having "been on the ground in Iraq needing that support from DESC, and it was there. Now I see and understand where that fuel support comes from. It's come full circle for me," he explained.

Whitaker works hard to update and improve his credentials. To enhance his capabilities as contract quality assurance personnel, the sergeant recently completed the Petroleum Quality Assurance J20 and the BSM-E Terminal Manager and Responsible Officer Course. He is currently enrolled in the Production

Quality and Management Course and Systems Acquisition Management Course through the Defense Acquisition University. He is also pursuing a Bachelor of Arts in Criminal justice through the University of Maryland.

Off duty, Whitaker planned office team building events and social opportunities, including holding court at a local karaoke establishment. He has also made a point of getting involved in the local community and culture, taking orientation classes and travelling. He also collected clothing and food for a local orphanage and participated in archery and horseback riding in the Japanese woodlands.



# Master logistician retires

By Susan Declercq Brown  
DESC Public Affairs

“It was a no banners, no bugles, no parades day when I left California for Georgia, and the Army I entered used three types of fuel...diesel for our ground systems and generators, jet fuel for our aircraft, and motor gasoline in a few selected end items. Today, the Army I am retiring from still uses three types of fuel...jet fuel in our aircraft, tanks, fighting vehicles, and anything else that has a multi-fuel engine, diesel in an odd generator and our non-tactical vehicles, and AVGAS in our unmanned aerial vehicles.” So began Defense Energy Support Center Director of Operations Army Col. Mark Olinger’s farewell to the service he loved after 26 years of service.

Family, friends and coworkers gathered on Fort Belvoir, Va., Sept. 25 to help Olinger celebrate his upcoming retirement. Olinger also received the Legion of Merit for exceptionally meritorious conduct in the performance of outstanding services and achievements. His retirement becomes official Jan. 31.

## An intellectual and diplomat

“I’m a huge Mark Olinger fan,” said DESC Director Kim Huntley, describing the colonel as an intellectual and deep thinker who could execute daily strategies better than anyone he’d ever seen.

Olinger’s career began in 1983 when he graduated from California Polytechnic State University and was commissioned a second lieutenant in the U.S. Army. He commanded at several levels throughout his career. As a lieutenant, he served as a rifle platoon leader in the 101<sup>st</sup> Airborne (Air Assault), Fort Campbell, Ky. Later, as a captain at Fort Bragg, N.C., he commanded a detachment in the 5<sup>th</sup> Special Forces Group (Airborne) and later a headquarters and supply company in the 528<sup>th</sup> Support Battalion (Airborne). As a lieutenant colonel, he commanded the 142<sup>nd</sup> Corps Support Battalion, Fort Polk, La. Prior to his assignment as the DESC director of operations, Olinger also commanded DESC Middle East.

The Oregon native served several tours of duty in combat: a company commander during Operation Earnest Well in the Arabian Gulf, deputy director of logistics for the U.S. Special Operations Command – South/Joint Special Operations Task Force during Operation Just Cause in Panama; a support operations officer in the 528<sup>th</sup> Support Battalion during Operations Desert Shield and Desert Storm, he commanded a corps support battalion and assistant chief of staff for logistics for the 1<sup>st</sup> Armored Division during the liberation and stability operations during Operation Iraqi Freedom.

Olinger received a Master of Science degree in national security strategy from the National Defense University in 2006.

As commander of DESC Middle East, he was responsible for providing comprehensive integrated joint bulk fuel support to U.S. Central Command within a 27-country area of responsibility, including Operations Enduring Freedom and Iraqi Freedom and the Combined/Joint Task Force – Horn of Africa.

Huntley noted that while Olinger led DESC operations in the

Middle East, he never had a single mission failure despite many unique challenges. “He was a diplomatically savvy guy,” said Huntley, explaining that Olinger had negotiated several strategic agreements in the region.

## A leader and teacher

Huntley also praised the officer’s leadership and mentoring, his ability to raise the performance level of all around him, his tireless attention to detail and his focus on the troops.

Army Brig. Gen. H.R. McMaster officiated the ceremony. McMaster, the director of concept development and experimentation at the Army Capabilities Integration Center, Training and Doctrine Command, was stationed years ago at Fort Irwin, Calif., with Olinger and his wife Sandy.

“Some people say that what distinguishes leaders from managers is that leaders have imagination and can effect change. Mark Olinger is a leader. He has brought about positive change, both within and without his organizations – changes in methods and approaches to complex problems,” said McMaster.

McMaster noted that Army Gen. David Petraeus, commander of U.S. Central Command, hand selected Olinger to serve on his strategy team to shape the future of Operations Iraqi and Enduring Freedom. “If I needed the master logistician in our Army, Mark is the one I would call,” said McMaster. “He has vision and supreme confidence in all things logistics.”

“How many soldiers will get to see their children grow up because of Mark’s training, teaching and mentoring?” the general asked.

“There is a saying about teachers that I think applies to Mark’s career. A teacher touches eternity because he never knows where his influence stops. Mark, as you retire, your legacy will live on,” he continued.

McMaster also praised Sandy’s sacrifices in the 18 years since she met Olinger through an “Any Soldier” letter posted during the first Gulf War, including 18 moves.

Olinger thanked his bosses, co-workers, subordinates and teammates, saying, “The success I’ve had during this adventure was the result of teamwork and great teams.”

Olinger also praised the DESC team. “This team has continually supported a myriad of requirements in partnership with our suppliers and the service components we support. You display professionalism in everything you do. This excellence has been exhibited throughout the years from truck and ship inspections, visits to multiple defense fuel support points, managing the global inventory management plan, ordering fuel for supplier delivery in combat zones, into-plane inspections, support to [the President], contract negotiations, international agreements, civil-military engagement with foreign governments, quality—technical, assurance and surveillance—and ongoing missions from the Horn of Africa to South America, in some cases under adverse weather conditions.”



*Army Col. Mark Olinger, right, director of Operations for the Defense Energy Support Center, accepts his retirement certificate from Army Brig. Gen. H.R. McMaster during a ceremony on Fort Belvoir, Va., Sept. 25. McMaster, a longtime friend of Olinger, officiated the ceremony.*

# Fort Belvoir woman retires

**By Chris Goulait**  
**DESC Public Affairs**

If it absolutely, positively has to be there over night, it's going to have to happen without Donna.

Anyone who has sent Federal Express packages or picked up mail distribution from the Defense Energy Support Center's Fort Belvoir offices knows Donna Green. Green, who worked for DESC since 1991, nearly all of that time as office automation clerk in DESC headquarters, retired in July after 20 years of federal service.

Green began her career in 1967. After an extensive break in service, she returned to federal service when she was assigned to DESC.

DESC Director Kim Huntley presented Green an award for 20 years of exceptional service, saying, "She's the kind of person who puts a smile on my face no matter what kind of

day I'm having. I'd look at Donna over there and all I'd see is kindness and a great big smile."

Green described retirement as "the biggest day of my life."

"I have to move on; I have another chapter in my life that I have to accomplish, and I'm going to do it, and I'm going to do it well. I'm going to do everything that I can to keep my light going and prosper," she explained.

Green said she'll miss certain aspects of her job, like handling the FedEx program. "What I did, I did it well, and I did it from my heart," she declared.

"I am really happy because I have a positive mind, and taking on new things in life is great."

# Longtime employee retires



*Master Sgt. Edward Hand, Defense Energy Support Center quality assurance specialist, prepares to cut the cake following his Sept. 25 retirement ceremony.*

## By DESC Europe and Africa office

Master Sgt. Edward D. Hand retired from active duty Sept. 30 after nearly 25 of service to the U.S. Army. Hand has served in numerous positions in the Defense Energy Support Center during his career.

Hand's retirement ceremony was held July 26 at Kleber Kaserne, Germany, with DESC Europe and Africa Commander Army Col. Stephen E. Walker officiating. Hand received the Defense Meritorious Service Medal, a certificate of appreciation signed by President Barack Obama, the retirement certificate and an American flag. Walker cited Hand's many years of superior service and applauded the legacy Hand leaves behind.

Hand joined the Army in October 1984. After attending basic training and advanced individual training, he served as a petroleum laboratory specialist in Arkansas until 1987 when he moved to Germany.

After five years with the 993<sup>rd</sup> Quartermaster Detachment in Kaiserslautern, Germany, Hand was assigned as the lab noncommissioned officer-in-charge and Petroleum Operations sergeant for the 260<sup>th</sup> Quartermaster Battalion in Georgia. He deployed to Mogadishu, Somalia, for four months immediately.

Two years later, he was selected as quality surveillance specialist for the Defense Energy Support Center Korea. Another DESC assignment to Italy followed in June 1996; there he deployed to the Balkans several times.

Hand stayed with DESC, becoming NCOIC of the DESC Europe petroleum lab in Kaiserslautern, Germany, in 1998. He moved to Texas in 2001 and served as the operations sergeant for the 553<sup>rd</sup> Corps Support Battalion on Fort Hood. He deployed to Iraq in April 2003 and moved to Baghdad in February 2004 to serve as first sergeant of the 53<sup>rd</sup> Quartermaster Company there. Hand returned to Fort Hood later that year and was selected as a DESC quality assurance specialist assigned to London, England in April 2005.

Hand is now a business modernization specialist at DESC Fort Belvoir.

# FISCer retires after 42 years

## By Navy Lt. Curt A. Butler FISC Pearl Harbor

In the late 1960s, Melecio Ranada took an exhausting and bumpy 20-hour bus ride from his native Laoag City, Philippines, to Manila to begin a voyage to Hawaii and what would eventually become a long and illustrious career in Navy fuel management. Today the trip takes less than 30 minutes by plane. This is not only an example of progress, but an example of the longevity and success of "Mel" Ranada. Since that long journey, Ranada has helped build and strengthen the Fuel Department of the Fleet and Industrial Supply Center Pearl Harbor, Hawaii.

The FISC is a defense fuel support point, part of a vast network distributing fuel to Defense Energy Support Center customers around the globe.

On Aug. 26, Ranada said goodbye to co-workers at a retirement reception in his honor. With his family in attendance, his colleagues praised him as a knowledgeable and considerate member of the team. Fuels Department Director for FISC Pearl

Harbor Navy Lt. Cmdr. Scott Hedrick, said, "His contributions over the years have been simply amazing."

Ranada's retirement marked the end of 42 years of service. His most recent position was as a reclamation plant operator, responsible for overseeing the testing, treatment and reallocation of used oil and water collected from Pearl Harbor. Over the course of a year, nearly 500,000 gallons of oil are treated and reclaimed through the plant Ranada manages. Through this operation, the government saves approximately \$125,000 a year. One of his final projects was the complete restoration of the ballast plant; Ranada spent countless hours working to return it to a like-new condition.

Ranada said he was anxious to start a new chapter of his life. Aside from relaxing with his family, he plans a trip to his native Laoag City, a place he has not seen since he took his long bus ride 42 years ago.



# DLA's FY 2010 FOCUS AREAS

- ☑ Warfighter Support Enhancement
- ☑ Stewardship Excellence
- ☑ Workforce Development

READ THE FY2010 DIRECTOR'S GUIDANCE ON DLA TODAY

For more information on the DLA 2010 Director's Guidance, see the article on page 10.

## These Service awards were announced at the September DESC Town Hall Meeting:

**Right: 30 years** – From the left, Mary Pardo, Senior Procurement Office; Ann Sielaty, Fuel Card Management Office; Bill MacLaren, Executive Agent Office, display their certificates. Defense Energy Support Center Director Kim Huntley stands to the right. Christine Gasper, Pacific region was not present.

**Right: 35 years** – From the left, Fred Nelson, Bulk Petroleum Business Unit, and Joe Graham, Customer and Command Support, display their certificates. Mike Shannon, Quality and Technology; Fred Cheney, Americas East; Annette Cravalho, Pacific region; and Gordon Evans, Americas West, were not present.

**Not pictured : 40 years** – Daniel Farmer, Americas West; Dennis Stanley, Senior Procurement Office

**Region recipients received their certificates in local ceremonies.**



DESC-DDB  
Defense Energy Support Center  
8725 John J. Kingman Rd.  
Suite 4950  
Fort Belvoir, VA 22060-6222

PRESORTED  
FIRST CLASS  
U.S. POSTAGE PAID  
TEMPLE HILLS, MD  
PERMIT NO. 4004



DEFENSE ENERGY SUPPORT CENTER

**1-800-2TOP OFF**

**Navy Aviation Boatswain's Mate 3rd Class Nate Carter stands aviation fuels watch as a Seahawk helicopter from Helicopter Sea Combat Squadron 8 picks up supplies from replenishment oiler USNS Pecos during the oiler's underway replenishment with aircraft carrier USS John C. Stennis in the Pacific Ocean Feb. 6. (Photo by Petty Officer 3rd Class Walter M. Wayman)**