DLA Aviation
Contract Administration
Supplier Operations

Update February 2016

Cynthia Jackson, Branch Chief
Sandra Coleman, Section Supervisor
Aviation Life Support
Post Award Team

✓ Re-organized to establish Life Support Team - August 1st
  ✓ New Leadership Team
  ✓ Staffed with Experienced Administrators
  ✓ Tripled resources and reduced workloads by 50%
✓ 48 hour acknowledgement/response times
✓ 5 day elevation process (Admin/Supv/Branch/Division)
✓ Performance standards to measure/track all post award processes
### Post Award – AUG 2015 thru JAN 2016

<table>
<thead>
<tr>
<th>Metric</th>
<th>Goal</th>
<th>Actual AUG FY15</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Award Delinquency Rate</td>
<td>8%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>Delinquent PO Lines</td>
<td>206</td>
<td>478</td>
<td>558</td>
</tr>
<tr>
<td>QNs Avg Age</td>
<td>30 days</td>
<td>182</td>
<td>10 days</td>
</tr>
</tbody>
</table>
**Quality Notifications – Non-conformance issues**

| ZTs Avg Age                | 5 days | 29 days | 5 days |
**ZTs – type of QN (FAT/PLT or Textile Testing)**
**Standard is 15 days ---- 5 days for Life Support**
Post Award Goals

• Reduce delinquencies by 50%
• Reduce backorders
• Improve Responsiveness/Communication
• Improve Processing times

Requests:
• Post Award Life Support Team Industry Site Visit
• Post Award Life Support Team Customer Site Visit
Questions

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