



# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



## DLA Aviation Contract Administration Supplier Operations

Update February 2016

Cynthia Jackson, Branch Chief  
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# 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

<u>Metric</u>	<u>Goal</u>	<u>Actual AUG FY15</u>	<u>Current</u>
Post Award Delinquency Rate	8%	18%	15%
Delinquent PO Lines	206	478	558
QNs Avg Age	30 days	182	10 days
**Quality Notifications – Non-conformance issues			
ZTs Avg Age	5 days	29days	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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