DLA Parachute IPT Update

20AUG2015
Background

• **Support challenges for DLA…**
  – Difficult to forecast, time-change items, long lead times, small supplier base, extensive testing requirements

• **Customer Perspective…**
  – Delivery dates too far out
  – Awards to suppliers with known quality issues
  – Waive FATs over Service objections
  – Can’t get traction with emergency buys

• **Industry Perspective…**
  – Too many touch points and time associated with FATs/PLTs
  – Communication is lacking
  – Expend effort only to see PRs disappear
  – DLA not responsive to inquiries

Parachute Support Improvement IPT established (July 2014)!!!
Parachute Support Improvement IPT

- Focus is on...
  - Intensive management of Service ‘Hot List’ items
  - Fixing the Process
- Dissection of end-to-end process...

Process

- Define the Requirement
  - ‘Hot List’ identification from each Service
  - Monthly validation of anticipated future use

- Develop the Support Plan
  - Monthly Supply Plan validation
  - Urgent and Compelling PRs where needed
  - Feedback loop for support (Get Well) status

- Execute the Acquisition
  - Changes to Contract Language
  - Expedites/Weekly calls with Suppliers
  - Engaged with ESAs/Labs to shave/waive Testing
  - Toolset and ‘Czar’ for monitoring testing ‘gates’

IPT Solutions
# Service ‘Hot Lists’
## Future Use and Supply Plan Validation

### Army

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<th>DLA Monthly Forecast/Use</th>
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<th>Usage Change from Last Month</th>
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Gated Test Process

• 3 Major Gates
  – Manufacturing (Vendor drives schedule)
    • Contract award to delivery
  – Testing (Lab drives schedule)
    • Delivery to test report
  – Post test (Product Specialist and Contract Admin drives schedule)
    • Receipt of test report to vendor notification

• Management doctrine
  – Manage by open contract test CLIN
  – Engage on outliers and exceptions
  – Established timeframes per CLIN
  – Visibility of test CLIN by gate

Escalate when Gates are busted!!!
The Way Ahead

- Bi-Monthly TeleCons
- Monthly Top 10/20 Hot Lists with additional details
- Identify and Execute Long Term Contracts
- Parachute Industry Association (PIA)
- DLA Customer Training
- DDC Shipping/Receiving Goals
- Continuous Process Improvement
  - Waiver Process Mapping
- Visibility and Accountability
  - Identifying Tracking Tools
    - Parachute Tracking System
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