

FISC San Diego wins Best Company Award



CAPT Ray Berube accepted the Best Company Award on behalf of FISCSD at a luncheon at the Sheraton Harbor Island on Dec. 10. On the left is Larry Fitch, president and CEO of San Diego Workforce Partnership, the title sponsor of the event. On the right is Garry Ridge, president and CEO of WD-40, keynote speaker at the luncheon. Photo by Johnathan Wells

The Fleet and Industrial Supply Center was named one of the “best companies to work for in San Diego” in 2002 by the San Diego Business Journal. It is the second time FISCSD received this distinction in the past three years. FISC and 41 other finalists were recognized at the 4th Annual Awards Luncheon held at the Sheraton Harbor Island on Dec. 10.

The Best Companies Award program recognizes local companies who have worked hard to create positive, productive, committed work environments for their employees. Organizations were nominated for the award by their employees and evaluated on the following criteria: company mission statement, employee recognition, employee turnover rate, employee satisfaction, training and education programs, equality and diversity, workforce empowerment, communication, benefits, and overall working environment.

Nominees were divided into three separate categories – small, medium and large business – based on their number of employees. FISCSD was one of three winners in the medium business category.

ability to share power and information throughout the organization, its employee empowerment and involvement strategies, its compelling vision, its ongoing learning initiatives, its relentless focus on customer service and results, and its energizing systems and structures.

The culture throughout FISCSD stems from a shared value – the belief that “none of us is as smart as all of us.” This value underpins the sharing of power and information. Recruitment and workforce training enforces the values of shared power, self-empowerment and employee involvement.

“One of FISC San Diego’s strategic goals is to develop our people into a skilled and flexible logistics team that is involved, motivated and focused on enterprise goals,” said Ann Braeutigam, Workforce Development Division director. “Each employee must have an Individual Development Plan established which identifies training and related developmental requirements.”

According to human resources director Lynne Lester, the low turnover rate provides a strong statement that employees do want to work at FISCSD

FISCSD distinguished itself as one of the best employers in San Diego based on its

“The primary reasons the turnover rate stays at around 3 percent are excellent employee benefits, job stability even in turbulent times, and the opportunity to serve our nation by contributing to its national defense,” she said.

FISCSD’s robust communication program keeps employees informed and motivated. “Our program emphasizes two-way communication between command leadership and employees,” explained Nannette Davis, the command’s public affairs officer. “It’s important for employees to have opportunities to ask questions and have a voice in decisions that affect them.”

“FISC San Diego is known across the Navy as a leader and our work is worthwhile because it stays cutting edge, remarked business analyst M. E. “Gene” Hepler. “We lead with innovative products and services, excellent employee training, a diverse and talented workforce, and a safe workplace,” he said. “Our leaders empower us to take risks, to create new business and do the right things for our customers. And, we have the passion and commitment to know we can do it.”

The award nomination for FISC San Diego was written and submitted on behalf of the command’s 750 military and civilian employees by Braeutigam, Davis, Lester, Hepler, business analyst Terry Koch, and employee development specialist Terri Bratcher.



Captain's Call

The command finished a very busy year by receiving two prestigious awards. First, the San Diego Business Journal recognized FISCSD as one of the 'best companies to work for' in San Diego. Our command was the only military organization to receive this honor. We were also recognized by the CNO as a runner-up at the Navy level for the 2002 Project Good Neighbor Flagship Award. Congratulations to you for the well-deserved recognition.

Last year at this time I published a list of about 17 priorities for the coming year. This year I can state our priorities more succinctly.

First, we need to focus on our day-to-day mission to ensure we are providing optimal service and combat

capability through logistics to our customers. Second, we need to ensure that the NAVSUP transformation is successful. A successful transformation will generate efficiencies, provide equal or better support to our customers, and improve the alignment with our major stakeholders.

A week ago we "went live" with our SMART ERP pilot supporting the retail BP28 inventory at NADEP North Island. I am happy to report that initial operations look great.

I look forward to another very exciting and dynamic year. Happy New Year!

R. E. Berube



The Network

The Network is an authorized publication published bimonthly for the employees of the Fleet and Industrial Supply Center, San Diego and its sites.

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On Jan. 3, Brigadier General Kathleen Gainey, Commander, Defense Distribution Center, visited Defense Distribution Depot San Diego, the FISCSD Logistics Support Center, and also met with FISCSD commanding officer, CAPT Ray Berube. Bill Cording, LSC deputy director, greets Gainey before leading her on a tour of the LSC. Photo by Paul Stuhler



BG Gainey took time to speak with FISCSD and DDDC officers during her visit to the LSC. Photo by Paul Stuhler

CNO charts Navy's course for 2003

Chief Journalist Walter T. Ham IV
Chief of Naval Operations Public Affairs

Chief of Naval Operations ADM Vern Clark praises Sailors for the Navy's tremendous successes in 2002 and announces a broad range of initiatives to ensure the Navy stays ready to fight and win in the 21st century, in the new CNO Guidance, released earlier this month.

In CNO Guidance 2003, which is available at www.navy.mil/cno, the CNO says the Navy will focus on winning the war on terrorism, protecting the nation and our forces, and achieving the Navy's Sea Power 21 vision.

"It will require hard choices and determined leadership at all levels," said Clark. "We must challenge every assumption and search for new and better ways to accomplish our tasks. We must refine requirements, conduct innovative operations, and optimally allocate resources to achieve efficiencies and recapitalize the fleet."

The CNO says the Navy achieved tremendous success in 2002, both in the war on terrorism and in the Navy's Top Five priorities (manpower, current readiness, future readiness, quality of service and alignment).

"Our men and women operating in the air, on and under the sea, and on the ground are at the leading edge of the global war on terrorism," said Clark. "Forward deployed, combat ready naval forces - sustained by naval and civilian shipmates around the world - are proving every day the unique value of sovereign, independent forces projecting power from the sea."

The Navy is currently the most ready it has ever been during its history, Clark adds. Since Sept. 11, 2001, eight carrier battle groups, six amphibious ready groups, and nearly 100,000 Sailors and Marines deployed

around the world in support of the global war on terrorism.

The CNO says he is pleased with the progress the Navy has made in manpower and current readiness since the CNO Guidance for 2002 was published.

"In last year's Guidance, I challenged each of you to make our great Navy even better by enhancing mission accomplishment, deepening the growth and development of our people, and developing innovative operational concepts and capabilities ... and you delivered," said Clark.

"We are enjoying now the best manning I have witnessed in my career...our investment in personnel readiness was merely the foundation. Your efforts were the reason for our operational success. You encouraged our people to excel and focused them on mission accomplishment."

"We have the most ready force in our history. Over the past year, our investment in training, spare parts, ordnance, and fuel accounts enabled our fleet to be ready earlier, deploy at a higher state of readiness, and build a more responsive surge capability. These investments were vital to sustaining the war on terrorism and assuring friends and allies with our global response."

Clark adds that our on-going success in manpower and current readiness allows the Navy to focus on implementing Sea Power 21. This vision provides the framework for accelerating operational concepts and technologies to improve warfighting effectiveness and enhance homeland security; shaping and educating our force to operate tomorrow's fleet; sustaining readiness; and harvesting efficiencies to invest in the Navy of the future.

"The significant progress made over the past two years in manpower and current readiness makes it possible to place more emphasis on future readiness to transform our Navy for the



ADM Vern Clark

challenges ahead. It will take the combined energy and teamwork of our entire Navy and Marine Corps team to achieve our vision, capture efficiencies, and strengthen how we organize, train, equip and integrate to fight."

The Sea Enterprise process, a key element of Sea Power 21, will enable the Navy to harvest efficiencies and reinvest savings to recapitalize and deliver increased combat capability.

The CNO adds that the Navy will continue to invest in its "number one resource" - Sailors.

"'Growth and development' is our byline, and I expect every leader to be deeply involved in developing their shipmates. Active leadership is making it happen today and will do so in 2003," said Clark. "We will reward leaders who understand the challenges and through innovative and creative leadership, develop their people and accomplish the mission efficiently and effectively."

Clark also challenges every leader to enhance warfighting effectiveness at every level.

"Last year, I told you I wanted every leader to be evaluated on two things, their commitment to the growth and development of their people, and above all, to mission accomplishment. This year, I want to elaborate on that

See CNO, back page

Bldg. 7 torn down Nov. 29

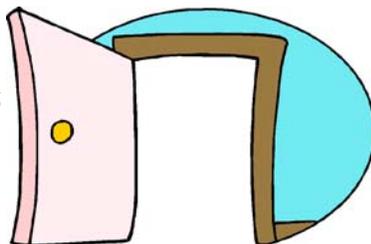


On Nov. 29, FISC's SIMA site warehouse (Bldg 7) was torn down. This warehouse was constructed in 1919 at a cost of \$138,139 and originally designed as a horse stable. Bldg 7 was not just a warehouse but served as an in-rate training ground for generations of storekeepers on the San Diego waterfront. The new warehouse is located on the first floor of Bldg 116 (prior SERVIMART location). The move took approximately 90 days and involved the movement and relocation of over 13,600 line items to a new location approximately one third less the size of Bldg 7. SKC Zemke, SKI Strawmyer and FISC SIMA site personnel did an outstanding job leading this project and saved over \$365,000 by planning, coordinating, and implementing the move on site rather than contracting this large initiative out. Photo by YN1 Stanley Mitchum

Command Assessment open door sessions coming soon

A Command Assessment of FISCSD will be conducted Feb. 25 through March 6. CAPT Patrick A. Elliott, Inspector General of the Naval Supply Systems Command, will be available for open door sessions with FISCSD personnel from Feb. 25 through March 5.

Discussions are intended to complement, rather than replace, traditional channels of communications, and are in no way intended to bypass the chain of command. EEO and personnel issues that are the subject of ongoing grievances, appeals and union



action will not be heard by the Inspector General.

Employees wishing an appointment with CAPT Elliott should contact Wayne Waddle, assessment coordinator, Naval Supply Systems Command, at (717) 605-7471 or DSN 430-7471. Appointments should be made no later than the close of business Feb. 21.

FISC San Diego employees desiring to talk with the Inspector General are encouraged to call as soon as possible to schedule an appointment.

CNO applauds FISC SIMA Sailors for community service

Each year the Chief of Naval Operations recognizes various shore, sea, and overseas commands for outstanding community service projects by presenting the Good Neighbor Community Service Award. This award compares command performance in five competitive categories: personal excellence partnership, health, safety and fitness, project good neighbor, campaign drug free, and environmental stewardship.

The FISC San Diego SIMA site Sailors are the recipients of the 2002 Project Good Neighbor Flagship Award – Honorable Mention (small shore category). In recognition of their exceptional accomplishment, the Sailors will receive a certificate from their flag sponsor, RADM Jose Betancourt, Commander, Navy Region Southwest.

“Congratulations to all who participated in these noteworthy efforts,” stated VADM G. L. Hoewing, Commander, Navy Personnel Command. “My sincere appreciation for your personal commitment and continued support of our Navy’s Community Service Program.

The FISC SIMA Sailors were the regional winners of the 2002 Navy Community Service of the Year Award in the ‘Project Good Neighbor’ category.

Consolidated Mail Facility offers cost reduction tips

The FISC San Diego Consolidated Mail Facility is searching for ways to achieve business process efficiencies and reduce costs. Please ask yourself the following questions before you consider using the mail media as a means of communication.

Is it necessary to mail the item or can it be mailed less frequently?

Review mailings for continued necessity on an annual basis.

Do all of the addressees need to receive the item?

Remember to update mailing lists as changes occur.

Can some other less expensive means of transporting the message or item be used?

Consider sending the message or item by telephone, electronic data transfer, Internet, e-mail, freight or small parcel carrier. When possible, use fax instead of mail for documents three pages in length or less. Mail documents addressed to multiple addressees when the labor to fax them is greater than preparing them for mailing.

Is it being mailed at the lowest postal rate legally possible that meets required delivery date and security requirements?

Limit use of express mail by requiring adequate printing time to allow economical mail service. Also, be sure that contracts for printing and distribution contain specifications for using the most economical mailing services consistent with priority.

Can postage be reduced by reducing weight or size?

Consider using microform or CD-ROM alternatives for mailing publications and other items. Reduce weight by printing on both sides of paper, selecting the lightest weight of paper and using all available printing space.



Occupation: Financial Systems Analyst.

Birthplace: New Hampton, Iowa.

I graduated from: Bonita Vista High, San Diego City College, and University of Phoenix.

What brought me into civil service: When I graduated from high school, my dad had suggested that I go to college and apply for a job in civil service. Ten years later I went to City College, took my dad's advice and submitted my SF-171 to Naval Supply Center San Diego where my best friend Dale Akiki was working.

Hobbies: Fishing, stained glass, and travel.

Pet peeve: Raider fans

If I could, I would change: The law. Drug dealers should receive the death penalty.

Secret to success: Respect, hard work and dedication.

If I could do it over, I'd: Have gotten my bachelor's of science and master's in business administration degrees after high school instead of 25 years later.

I'd give anything to have met: Richard Nixon.

I've never been able to: Sing.

The last good book I've read: For the past four years, the only books I read were text books.

Favorite quote, motto or phrase: "The significant problems we face cannot be solved at the same level of thinking we were at when we created them." - Albert Einstein (1879-1955)

Favorite singer/group: Roy Orbison.

I wish I could stop: The hate and discontent in the world.

The one thing I like best about myself: The way I treat people.

I am most proud of: My nieces.

My most embarrassing moment: When I fell at Sea Port Village in front of a crowd (and friends) just before Thanksgiving fracturing both my elbows and ribs.

Use standard, letter-size envelopes whenever possible to minimize postage surcharges for size and weight and faster delivery. Use large envelopes only when folding the contents will damage them or the volume is too great for letter-size envelopes.

Use postcards whenever possible. The postage on a postcard is significantly less than a letter.

Use computer output formats to make maximum use of available print space to reduce the weight of mailings.

For more information on these cost reduction tips contact Richard Whitmore at (619) 556-7479 or by email to richard_1_whitmore@sd.fisc.navy.mil; or Craig Boehringer at (619) 556-9304 or email to craig_w_boehringer@sd.fisc.navy.mil.

In the Spotlight

CDR Randy Grau



CDR Randall Grau was born in Denison, Iowa on July 5, 1957. He graduated from the University of Northern Colorado in 1981 with a bachelor's degree in fine arts and received a master's degree in business administration from the University of Northern Colorado in 1983. After being commissioned in 1985 as an ensign in the Supply Corps, he attended the Navy Supply Corps School in Athens, Ga.

Grau's first tour was as assistant supply officer in the fleet oiler replenishment USS *Kansas City* (AOR-3) from 1989 to 1989. He brought the *Kansas City* to the semi-finals in competition for the Ney Memorial Award in 1989.

Grau then served as a Navy Acquisition Contracting Officer (NACO) at the Naval Air Systems Command from 1989 to 1991. In addition, he coordinated the AWG-9 weapons control systems support transition from headquarters to Naval Aviation Depot Norfolk.

He returned to the fleet as the supply officer for USS *Callaghan* (DDG-994) from 1991 to 1993. Grau received the Supply Blue "E," the first in nine years onboard the *Callaghan*. His financial planning received Commander Naval Surface Pacific's Top Financial Performer Award for three consecutive years. He led his S-2 division to a nomination from Commander Destroyer Squadron Thirty Three for the 1994 Ney Memorial Award competition. He was later qualified and designated surface warfare supply corps officer.

His next tour was as the aviation support division officer, Supply Department, Naval Air Station, Miramar from 1993 to 1996. While at Miramar, Grau received his naval aviation supply corps officer designation and was instrumental in the planning and execution of the F-14 transition to Naval Air Station Oceana. For his outstanding performance, RADM Hickman commended him during a Supply Corps Ball presentation, "A Salute to Tomorrow's Leaders Today."

Grau then served overseas as replenishment officer, Commander Naval Surface Group Mediterranean, Naples or better known as Commander Task Force Six Three from 1996 to 1999. During his tour, he successfully implemented the Navy's first overseas Prime Vendor Subsistence program with an overall 99 percent fill rate during the first year.

After serving overseas, he was assigned as chief staff officer, Defense Distribution Depot San Diego from 1999 to 2001. He assumed a larger share of direct management responsibilities during the DDDC's congressionally mandated A76 study of depot operations. He led the development of the concept of operations, local MOA, and fleet operational units tailored "Menu of Services" for the implementation of the Navy's new Material Processing Center initiative.

See CDR Grau, next page



New interest rate lowest ever for military Star Card customers

Kristine M. Sturkie,
Navy Exchange Service Command

The good news continues for Military Exchange customers who are Military Star cardholders. For the first time this year, they will benefit from a drop in the card's interest rate from 9.5 percent to 9 percent, effective Dec. 1. The interest rate on the Military Star card is at its lowest point since the card was introduced.

This latest decrease broadens the highly competitive rate of the Military Star card versus other credit cards. The Military Star card is comparable to a private label credit card, similar to those offered by retailers such as Sears, J.C. Penney, Home Depot and Target. Depending on a customer's payment history, these companies will offer interest rates ranging from 21 to 24.99 percent. Also, according to www.bankrate.com, the average variable rate for a standard credit card is 13.96 percent, a gold card is 12.47 percent and a platinum card is 11.69 percent.

The new rate does not apply to military clothing plans, special promotions already in existence, or other special programs which may offer reduced rates, such as reduced interest for Joint Chief of Staff directed orders.

The Military Star card is accepted at all Navy, Army/Air Force, Marine Corps and Coast Guard exchanges.

Flash from the Chief *Supply Corps Vision*

Following the Senior Leadership Conference in March, I commissioned a group of Supply Corps captains who, collectively, bring a wide breadth of experience and functional expertise to serve as a Senior Leadership Advisory Council, reporting to me and the rest of the Supply Corps Flag community. This group is charged with fleshing out issues raised at our annual Senior Leadership Forum and within the community during the intervening periods. I have worked closely with this group to develop a vision and guiding principles for our Corps. Members of the Supply Corps Flag community have reviewed and endorsed what is outlined below. It provides a concise yet powerful statement of where we are headed as a Corps. The purpose, vision, and guiding principles follow:



Navy Supply Corps

Purpose

Deliver combat capability through logistics

Vision statement

Navy Supply Corps... one team, one focus...
bringing logistics to the fight!

Guiding Principles

Honor, Courage, and Commitment

- * We are first and foremost Naval Officers, integral members of the Warfighting Team, focused on mission accomplishment.
- * We are dedicated to the professional growth and development of all entrusted to our leadership... to building leaders for the Navy of the future.
- * We support current and future readiness by remaining responsive to the Fleet, responsible in our use of resources, and always... Ready for Sea.
- * We continually seek to improve the life-cycle support of our weapons systems, from the time we acquire them to the time we retire them.
- * We are responsible for the performance of the Supply System... the network of diverse elements bound by the common purpose of providing world-class support to the operating forces.
- * We set the standard for professionalism, ethical conduct, and moral courage.

CDR Grau

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Grau presently serves as the FISC NADEP North Island site director and Enterprise Resource Planning director. As site director, he provides all material management support for six major aircraft and component programs to the Navy's largest aviation depot, NADEP North Island. As ERP director, Grau is spearheading the NAVSUP SMART ERP, one of two pilot sites. During Operation Noble Eagle/Enduring Freedom, he provided material support for 33 percent component production increase over prior year workload.

CDR Grau's personal decorations include a Defense Meritorious Service Medal, four Navy Commendation Medals, a Joint Service Achievement Medal and a Navy Achievement Medal.

DFAS changes link to online leave and earning statements

Journalist 2nd Class (SW) Cody A. Wassmann

6th Fleet Public Affairs

Defense Finance and Accounting Service officials have simplified the way Sailors access their Leave and Earnings Statements online. Now, instead of accessing LESs through Employee/Member Self Service (E/MSS), there is a new link on the DFAS Web site.

Sailors now just have to click on the Leave and Earnings Statement link, then the 'My Pay' link to view their LES. Once the 'My Pay' screen loads, Sailors can click on 'Enter Here,' then enter their ID and pin number.

The new page design also has more options than the old E/MSS site. Once the Sailor has logged in, information is available on the Thrift Savings Program, income taxes and many other aspects of disbursing.

PIN numbers are issued and mailed from DFAS automatically. To receive a new PIN number, if lost or forgotten, the service member needs to fax their name, social security number, copy of government photo ID, daytime telephone number, and signature to DFAS at 216-522-5800.

DFAS won't confirm the receipt of the fax because of the volume of requests they process daily. After two working days, the individual's password will be reset to the last five digits of their social security number.

Carolyn R. Lornes, Code 055, is in need of leave. If you have any you'd like to donate, please call Monette Fernandez, HRO, at 532-2839.

Training News

Fuller and Vicars selected for New Leader Program

On Dec. 18, CAPT Ray Berube announced selections for the 2003 USDA Graduate School's New Leader Program. Chosen were Ellen Fuller, Code 073 and Sabrina Vicars, Code 130.

The New Leader Program is a six-month program open to GS-07 through GS-11 employees who have just entered leadership positions or have a high potential for leadership. These positions often include first-line supervisors, team leaders, project managers, administrative support and members of self-directed work teams.

The New Leader Program is for participants who wish to develop, enhance, or improve their leadership skills. Individuals are nominated for this program based on their potential and motivation to complete all requirements and participate fully in all components of this intensive program.

This career program introduces employees to the core competencies of a first-line supervisor and provides practice in the team skills that are central to modern management. This program addresses nine basic competencies and includes three five-day residential sessions, a 30-day developmental assignment, management readings, shadow assignment and preparation of an individual development plan.

Applications were judged by a



Sabrina Vicars, supply systems analyst, Code 130, was selected for the 2003 New Leader Program. Ellen Fuller, training specialist, Code 071, was also selected.

ranking panel against the following criteria:

1. Demonstrated leadership skills either in a work setting or community/professional organization, supervisor/manager experience, leadership/performance awards, and other leadership positions held.
2. Interpersonal skills, including demonstrated oral/written communication skills, team skills and the ability to interact with all levels of management.
3. Commitment to personal development, including job related training, college courses, membership in professional/community organizations and volunteer activities.

For further information about the New Leader Program, contact Mike Yelda, training specialist, Code 073, at (619) 532-4730 or by e-mail to: michael_j_yelda@sd.fisc.navy.mil.

FISC San Diego Training Calendar for February 2003

To enroll in any of the following classes call (619) 532-2038 (DSN 522) or send an e-mail to:

fiscsd_training@sd.fisc.navy.mil. Supervisory approval is required.

For more information on training courses and programs, online learning, and your training record, log on to the FISC Employee Extranet at

https://Extranet.sd.fisc.navy.mil/training_set.html.

The Seven Habits of Highly Effective People

Feb. 4-6, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Nautical Room.

Technical Writing

Feb. 11, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Nautical Room

Preventing Job Burnout

Feb. 12, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Pacific Room.

Dealing with Violence in the Workplace

Feb. 13, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Nautical Room

Listening and Memory Skills Development

Feb. 20, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Pacific Room

Attitude: Radiating Possibilities

Feb. 27, 8 a.m. - 4 p.m.
FISC Bldg. 1, 3rd Fl., Eagle Room

PC Learning Center Classes - February 2003

To enroll in any of the following classes call (619) 532-2038 (DSN 522) or send an e-mail to fiscsd_training@sd.fisc.navy.mil. Supervisory approval is required.

All classes take place in FISC Bldg. 1, 3rd Floor, PC Learning Center from 8 a.m. - 4 p.m. unless otherwise noted.

Introduction to Word - Feb. 4
Introduction to FrontPage - Feb. 5
Intermediate Word - Feb. 6
Introduction to Excel - Feb. 11
Advanced Access - Feb. 12
Intermediate Excel - Feb. 13

Introduction to Power Point - Feb. 19
Intermediate Power Point - Feb. 20
Introduction to Access - Feb. 25
Advanced PowerPoint w/Charts - Feb. 26
Intermediate Access - Feb. 27

Training coordinators meet for information sharing and recognition

Ann Braeutigam

Director, FISCSD Workforce Development

FISC San Diego training coordinators met for information sharing and recognition by CAPT Ray Berube on Dec. 2. Training coordinators play a very important role helping personnel in their codes by:

- Actively communicating training information
- Coordinating training activities
- Nominating/confirming employees for training
- Monitoring training budgets
- Ensuring DD-1556s are prepared



- Reporting completed training
 - Monitoring the execution of Individual Development Plans (IDPs)
 - Updating training records
 - Ensuring employees attend class
- Training coordinators help improve our command training program by identifying the development needs of personnel in their codes, sharing new ideas, raising concerns about training, and providing critical feedback to the Training Division. Their role is even more important in light of the policy requiring Individual Development Plans for all employees. Training coordinators

Training coordinators came together on Dec. 2 to share training information as well as get a “Bravo Zulu” for a job well-done from CAPT Ray Berube.

actively help monitor IDPs and ensure their successful execution.

Being a training coordinator is a collateral duty, so they also have to keep up with all their regular assignments. Next time you see your training coordinator, be sure to say “thanks” for always doing such a great job!

FISCSD servin’ up a variety of learnin’

Terri Bratcher

Training Specialist, Code 077

It’s a new year and a great time to take a look at some healthy self-development choices for the future. FISCSD has some great ways to beef up your continuous learning options.

On Jan. 14, we kicked-off our latest training venue, the “Lunch and Learn Cafe” here at the Broadway Complex. Twice a month, the cafe will be servin’ up some great hot topics for you to enjoy while you munch your lunch.

The first special, “*Your Health and Your Dollars*,” was presented by guest chef Stephanie McNaughton on Jan. 14. McNaughton, a health specialist, helped us see how living a

healthy lifestyle today can save us big bucks in our golden years. Topics she covered included:

- The most important medical discovery of our time
- The myths of healthy food and nutritional supplements
- You can roll your body clock back 20 years
- How to disinherit your doctor in your “golden years”

Another item on the menu for January is “*Issues of Long Term Care*” with guest chef James E. Chilton. Chilton is the CEO and founder of the Society for Financial Awareness and will be providing some great insights into this very critical family issue. Topics to

be covered include:

- How to pay for long term care
- Medicare/Medical - what do they provide?
- The features of a long term care plan
- Care in home vs. nursing home care costs and benefits

This special will be served up on Jan. 22 from 11:30 a.m. – 12:30 p.m., FISC Broadway, Bldg. 1, 3rd floor, Nautical Room.

Other upcoming topics for the year include: issues of real estate, investing in a down market, legal lessons for life, cash management, year-end tax planning and much more.

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Civilians recognized with Length of Service Awards

An award ceremony for employees who have earned ten years and more career service between July 1 and Dec. 31 was held in the Nautical Room of FISC Bldg. 1, Broadway Complex, on Dec. 4.

In total, 63 employees were recognized for their length of service as federal employees. Those recognized in categories for 35 years and less received a pin and a certificate signed by CAPT Ray Berube. Employees in the 40 years or more category received a pin and certificate signed by the Secretary of the Navy, the honorable Gordon R. England.



Reyna Guzman, Code 100N, was recognized for 10 years of federal service while Richard Whitmore, Code 071, was recognized for 55 years federal service by CAPT Berube at the Length of Service Award Ceremony held Dec. 4.

10 Years	<u>Code</u>	Vicars, Sabrina M.	130	Voyce, Charles W.	100C
Guzman, Reyna J.	100N	Pedroso, Florentino J.	210	Ballesteros, Ruth	100D
		Power, Rand M.	710	Mahanay, Carl G.	100D
15 Years				Hilbig, Judy L.	100N
Sipe, Michael L.	032	25 Years		Edwards, Carmelita	124
Walker, Doreen D.	036	Wilgus, Joy M.	030	Davis, Karen L.	230
Davis, Glenn T.	074	Vail, Donna M.	035		
Malveaux, Patricia G.	074	Bennett, Charles G.	051	35 Years	
Alcantara, Leopoldo E.	100C	Clark, Linda A.	051	Mullis, James M. Jr.	100C
Bradford, Lynda C.	100D	Amster, Barbara J.	060	Babauta, Jaun P.	100D
Davis, Elaine S.	100D	Fields, Michael A.	100C	Ferreria, Pete V.	100D
Deckard, Margaret A.	100D	Loretz, Gary W.	100D	Perunovich, William B.	100D
Drakecastile, Barbara A.	100D	Morehead, Carlo	100D	Valecruz, Leocadio M.	100D
Estanol, Teresita C.	100D	Thorpe, Mark W.	100D	Almazan, Romeo F.	240
Morganhawkins, Carolyn	100D	Despojado, Reynold C.	123	O'Brien, Mary L.	240
Cardozo, Frances L.	240	McNally, Lawrence M.	124		
Harwell, Beverly J.	260	Clark, Debra A.	230	40 Years	
Gomez, Hernando N.	710	Nye, Michael K.	230	Mangubat, Jose L.	100N
Solis, Rosalie	810	Browley, James L.	240	Vasquez, Francisco G.	124
Quintero, Colleen L.	820	Walsh, Patrick J.	240	Thompson, Herbert E.	710
		Giles, Carol S.	250	Walker, Alton L.	710
20 Years		Gonzales, Robert R.	710		
Adams, Evita S.	100D			50 Years	
Garske, Frances A.	100D	30 Years		Behnke, Frederick C.	100C
Turner, Dale	100D	Lionberger, Charles D.	031		
Linford, Michael J.	124	Ray, Maria	055	55 Years	
		Garrett, Gloria	100C	Whitmore, Richard L.	071

New Arrivals

Congratulations to **LTJG Julia Vealencis**, Code 100D and her husband, Frank, on the birth of their son, born Dec. 12.
Congratulations to **CDR Randy Grau**, NADEP North Island site director, and his wife, Kriste, on the birth of their daughter Noel Julianne born Jan. 3.

Customer Satisfaction Surveys

Fuel Department, Code 700, for support provided to USS *Lake Champlain* (CG 57) during her DSRA defueling and refueling evolutions.
Michael K. Alexander, Catherine I. Winkler, Carol S. Giles and Joyce Miller-Corona, Code 250, for contracting support provided to COMPACFLT in ensuring over 330 orders were placed prior to deadlines.
SKC (SW) Phillip Swartzlander, Jose P. Moralina, SK2 Mathouchanh Srioudom, Rolando Lazarte, Theresa M. Magnuson, and Emmanuel Anulao, Code 112, for logistics support provided to USS *Chosin*

(CG 65) to meet their equipment repair deadlines while in port.

Bravo Zulu Message

Faye Sherbert, Code 123, for support and teamwork provided in ensuring delivery of the “Knighthawks” to HC-5 in Guam.

Congratulations

Michael A. Stames, Code 001, for nomination for the 2003 Roger W. Jones Award for Executive Leadership.
Pamela Watson, Code 123, for receiving Commander, Strike Fighter Wing, U.S. Pacific Fleet Topnotcher Award for expediting delivery of F/A-18 drop tanks to NAS Lemoore.
Ellen Fuller, Code 073 and **Sabrina Vicars**, Code 130, for being selected for the USDA New Leaders Program.

Letter of Appreciation

Gary P. Thomas, Code 202, for participation at the Navy Gold Coast Small Business Opportunity Conference.

Geraldine Thornton, Code 260, and **Sheila K. Wasson**, Code 250, for contracting support provided to the Missile Defense Agency.

Navy and Marine Corps Commendation Medal

LT Frederick M. Dini for meritorious service as Navy acquisition contracting officer, FISCSD, from July 2000-Dec. 2002.
SKC (SW) Phillip T. Swartzlander for meritorious service as fleet liaison leading chief petty officer, FISCSD, from Dec. 1999 to Dec. 2002.
SKC (SW) Scott M. Zemke for meritorious service as receiving and delivery leading chief petty officer, FISCSD SIMA site, from March 2000 to Dec. 2002.

Reenlistment

SKC (SW) Rex T. Soria
SK2 (SW) Eugene C. Cabarrubias

Promotion

LT Walter B. Egge IV



Janet Wood, former FISCSD deputy customer services officer, retired on Jan. 3 after 34 years of dedicated government service. Wood was recognized for numerous accomplishments throughout her career as a result of her commitment to provide quality customer service, including receiving the Meritorious Civilian Service Award while serving in her position as deputy customer services officer. While at FISCSD, Wood set the example in quality customer service by remaining focused on serving the fleet and regional shore commands, the business community, as well as the FISC customer. Wood is joined by her husband and daughter at her retirement ceremony held Dec. 11.

Enterprise News Briefs

The **Navy Exchange Service Command** Ship's Store Program has launched a Web site, www.navy-shipstores.com or www.navy-nex.com, to make one-touch supply easier for ashore and afloat Navy Ship's Servicemen. SHs now have one place they can go to access all ship store bulletins, manuals and catalogs needed to do their jobs.

The **Department of the Navy (DON) eBusiness Operations Office** has announced \$4 million in funding for their first portfolio of fiscal year 2003 eBusiness pilot projects. Projects range from just-in-time aircraft wiring diagrams to web-savvy briefing tools.

FISCSD

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In addition to our in-house cafe, we also have a great “take-out” service via our Tuition Reimbursement program. In case you haven’t had an opportunity to sample this item, here are the ingredients: take some mission related education, mix with permanent, full-time civilian employees, add an accredited institution of higher learnin’ (college or university) and there you have it - a dedicated, qualified workforce! Other attributes of the program include \$4,000 available funding per employee per year and total reimbursement for tuition, registration fees and books.

“The tuition reimbursement program has given me an invaluable opportunity. The program is easy and uncomplicated. The investment in learning and continued education has broadened my horizons,” said LaVerne McMillion, Code 50.

Troy Odle, also of Code 50, adds, “The tuition reimbursement program at FISC San Diego was an excellent way for me to finance my education. There are not many companies today that offer their employees with tuition reimbursement. Many of my classmates had to finance 100 percent of their education, I was very fortunate to have the tuition reimbursement program assist me in paying for my bachelors degree, and was a major factor in my decision to go on to earn my master’s degree. If you plan to further your education, I highly recommend the FISC tuition reimbursement program.”

There you have it - personal and professional enrichment at one convenient place, FISCSD. So whether you are dining in or havin’ it to go, we’ve got it for you!

Transformation, Knowledge Management & the Web

Darlene Shaw

e-Business/Knowledge Management

TRANSFORMATION - that word is heard everywhere these days. Another buzzword is **Knowledge Management** or “KM” for short. But probably the two have not been heard in the same conversation in too many places. However, that’s about to change!

These two concepts or processes, if you will, need to be intertwined. As the Navy transforms itself, becoming “lean and mean,” it must take care to retain the knowledge and experience that the larger organization possessed. By focusing on this aspect, and incorporating processes to capture organizational and individual knowledge, the Navy will be practicing KM.

This concept is new and less familiar to the NAVSUP claimancy but there are other areas of the Navy — the Marine Corp, the fleet, NAVSEA, SPAWAR — that have been leading the way with KM for several years. They have established knowledge databases, expert locators, and communities of practice. What’s more, they have found that their KM practices have great returns to their workforce and to the warfighter.

Last but not least, the Web is an important piece of this process. It allows work to take place virtually regardless of location, time, or computer hardware. During NAVSUP’s transformation process, some pilot projects will use KM and the Web to make the transformation easier and smarter. One project is

designed to work with VSIP/VERA recipients before they leave to gather helpful information that the organization will need to function when the individual employees are no longer available to answer questions . . . a Lesson Learned from past VSIP/VERA mass exodus.

For us to remain cutting edge we must both welcome change and new ways of doing business and carefully preserve the knowledge of those who move on. The Web will be used to conduct an initial survey. Then phone and e-mail will be tools for follow-up

interviews. A knowledge base will be established to house this

information. This database may be something very simple at first like archiving on CDs. But the long-term plan is to incorporate the knowledge gained into the NAVSUP 5- Star Intranet which is currently under development.

Another Web tool is designed to support communities of practice. It is already being used by some transformation groups and will be used more extensively in the future. As we start working as an enterprise, these communities of practice will allow discussions and exchange of information across time and space. They will enhance productivity of cross-claimancy teams and establish knowledge bases on particular subjects. The FISCSD Training Department is currently developing training to support the communities of practice. At some point in the future, every employee may belong to one or several communities.

Transformation - here we come!



CNO

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guidance. I want each of you to understand that mission accomplishment means both warfighting effectiveness and resourcefulness.”

“Our Navy is the finest it has ever

been and getting better every day. I am counting on you to continue our superb record of accomplishment and shape the Navy of tomorrow. Working together, we will achieve the vision.”

To read CNO Guidance 2003, Sea Power 21, or more information about CNO, go to www.navy.mil/cno.