



the Network

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Logistics Supply Center grand opening



The Fleet and Industrial Supply Center, San Diego officially opened the doors to the Logistics Support Center (LSC) on Oct. 23. The opening was attended by approximately 75 guests, and included numerous customers, service providers and FISC employees. CAPT Bill Barnes, Commanding Officer of FISC, kicked off the ceremony by describing the vision of the LSC. “The establishment of a Logistics Support Center embodies a personal commitment by the military and civilian employees of FISC San Diego to exceed the expectations of our customers,” said Barnes. “We are setting our Standards of Service very high and will focus our talent on the waterfront in providing daily, face to face, value added interaction with our customers to solve problems and support their requirements. Our goal is to provide world class service customized to meet customer needs.”

The goal of the LSC was to provide customized logistics support to the Afloat Supply Officer,” said LCDR Chris Bower, Logistics Support Officer. “Whatever we do for the ships needs to be ‘value added’ – we are here to make their jobs easier, not more difficult. We have had quite a bit of feedback from the Fleet on what we should be doing to help them and we have incorporated that into our method of operation. Overall, the response from the Fleet has been extremely positive and we are moving ahead to fully implement the program to all ships based in San Diego,” said Bower.

The LSC is the foundation of Afloat Supply Department of the Future (ASDOF) initiatives. A prime objective of the LSC will be to move the logistics

workload from ship to shore. The Naval Supply Systems Command (NAVSUP) has been designated as the lead for the LSC initiative with full Fleet and Type Commander support. All six FISCs will have LSCs with the same functions differing only by Regional flavor.

The LSC will ultimately offer the following services:

- Full husbanding support service - As the single point of contact for all logistics related needs (24/7), the LSC will be the gateway to the shore infrastructure as the sole service integrator.
- Training support - Single point of contact for all logistics related training requirements, including scheduling of Navy Food Management Team. The goal is to provide the customer with the ability to identify class locations, schedules, and technical assistance.
- Material Processing Center - A service focusing on “cross docking” functions such as receiving, debulking, sorting, and delivering material in a segregated/customized manner per the Customer’s desires.
- Premium Services - A program that will offer shipboard services for loading, stowing, and inventorying material, and the identification and removal of excess material.

The LSC Command Center, Bldg. 116, at Naval Station, will operate 24 hours a day, seven days a week. Six Logistics Support Representative (LSR) teams with a minimum of three LSRs on



Photo by Kim Bryant

LT Randy Baker, Supply Officer USS John Young (DD 973), CAPT Bill Barnes, Commanding Officer FISC SD and LT Jim Hendrickson, Supply Officer USS Decatur (DDG-73), cut the ceremonial ribbon at the grand opening of the FISC Logistics Supply Center at Naval Station. Also pictured: left to right: Theresa Lord; SK1 Richard Smith; SK1 Roland Peoples; and Rosa Downing.

each team will form the core of the LSC. Each team will be permanently assigned to specific ships. LSRs will work closely with ships force personnel and function similarly to a husbanding agent in overseas ports, providing the Afloat Supply Officer with a new range of tools to complete his mission. “We are working hard to fine tune the services we currently offer our customers as well as adding new services to further support them. We really are here to help!” said Bower.

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My, how time flies when you're having fun...

I've been on board for 15 months now... "my, how time flies when you're having fun!" It has been a great year for FISC San Diego. I'm very pleased with the initiatives we're working on together and the dedication and innovative spirit of the workforce. We can meet any challenge set before us thanks to all of you. I think everyone is doing a "Super Job!"

As I've stated in recent Captain's Calls, we're getting *The Network* publication schedule back on track and we've got a great lineup for this issue. There are always a lot of good things to talk about, but I'll begin with Terri Bratcher. What a great job she has been doing for the FISC family over the years. Last month she was recognized, in two Pentagon ceremonies, as this year's winner of the Navy and DoD Outstanding Employee with Disabilities Award. What a great honor for such a wonderful person! Congratulations, Terri. We're all very proud of you!

On Oct. 23, we had the official stand-up ceremony for the Logistics Support Center (LSC)...another very positive "good news" story for FISC and our Fleet customers. Once again, all the

people involved succeeded brilliantly. I'm amazed at how the FISC workforce can undertake an objective and consistently surpass all expectations. That has certainly been the case with the Logistics Support Center. The LSC represents a new way of doing business—a new organizational culture—more empowered, more proactive, more customer focused. The good news is...that culture is permeating the entire FISC organization. We're out there creating those "Raving Fans!" Congratulations to all who have helped get this fantastic organization off the ground!

We just completed another very successful FISC Site Directors' Conference. A lot of valuable information was exchanged. Again, we're working hard to refine our partnerships and focus on customer requirements... BZ to all who participated.

The FISC Employee Survey results are on the Intranet for your review. Overall the results were very positive. However, we still have work to do to make this an even better place to work. Thanks for everyone's participation and comments.

Well, as usual, I've talked enough, but before I stop, I would like to take this opportunity to wish everyone in



CAPT Bill Barnes

the FISC San Diego family a very happy holiday season. Make sure you take some time to relax and be with family and friends...the work that we do is important, but family comes first. If you're traveling over the holidays... "lets be careful out there!" A new year awaits! I look forward to working with each of you to meet the challenges it brings.

WABarnes

The Network

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

Commanding Officer
CAPT William A. Barnes
Executive Officer
CAPT Robert J. Ritchie
Editor
Kim Bryant

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Visit our WebSite at: www.sd.fisc.navy.mil

Calendar of Holiday events

Dec. 7
CWR Craft Sale, Bldg. 1, near back elevator.

Dec. 14
CWR Employee Holiday Lunch/
Mission Valley Marriott, \$6 co-pay.

For more information on either event, contact Lonnie Fountain, 545-5063 or Jean Williams, 532-2250.



Time to hit the books!

Now you can get up to \$4,000 in tuition reimbursement

The FISC San Diego Tuition Reimbursement Program is a wonderful educational opportunity! Employees may receive reimbursement for tuition, books, and registration fees for accredited courses at institutions of higher learning.

There have been a few changes to the program. The maximum allowance for expenditures under the program has been increased to \$4,000 per employee in one fiscal year. Reimbursement request procedures have also been streamlined. After successful course completion, a Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business, should be prepared for signature by the Budget Officer, Comptroller Department and submitted with copies of appropriate documentation to FISC SD Comptroller, Code 52.

If you have any questions about the program, call the FISC Training Center at (619) 532-2038.

Did you know... Traditions of the Navy

"DINGHY" the name of the smallest boat on a ship comes from India. In Hindu, dinga means boat, and dingi is the diminutive of dinga.

"HAWSE HOLES" were originally eyes carved or painted on the bows of ancient ships for the purpose of allowing the vessel to see if there were evil spirits ahead, and to veer away from her course until they had been left astern.

Just ask me

What was the best advice your mother gave you?

If you would like to answer a question to "Just ask me" call Kim Bryant at 532-3673.

"Respect everybody and to always give a person the benefit of the doubt."



Kenneth Bell
HAZMATNI

"Continue college immediately after high school."

(I didn't take her advice and I had to finish college as an adult. I wish I had listened to her!)



Darlene Shaw
Broadway

"Treat everyone the same as you would like to be treated."



Marie Bohrisch
NAVSTA

"Let me know who your friends are and I will let you know who you are."



Jesse Vasquez
NAVSTA

"Don't get a tattoo!"

(I listened to her!)



SK2 Ryan Bessemer
Broadway

"Never get involved with a man who has children."



Monet Bernhardt
ATACNI

What employees are saying...

The FISC San Diego Climate Survey was recently conducted between Aug. 1 and Sept. 8, via the Internet. This survey covers a broad range of work related issues. It is not the NAVSUP Claimancy EEO

survey. The survey was open to all FISC civilian and military employees and contractors working directly with FISC codes. Eighteen FISC sites participated in the survey. Five-hundred twenty-two people responded,

out of a total population of 1,068, for a 49 percent response rate. There were 111 written comments. The complete survey results with charts and graphs are posted on the FISC Intranet.

There is some improvement from prior years. Considering the competition, A76, environment this is an incredible response—26 of 28 categories showed some improvement.

Some positive aspects identified by the survey:

- People generally like their work group and get along well with other work groups
- Generally, people are satisfied with their work spaces, equipment and IT support
- Most feel good about working at FISC, their pay and benefits
- Training support and tuition reimbursement are appreciated
- People know their customers and their changing needs

Some negative aspects identified by the survey:

- Communication gap between civilian and military
- Need to increase employee involvement and capture creative ideas
- Need to continue empowering the workforce
- Lack of management support and problems with management style
- Uncertainty about the future of FISC and A76 concerns
- Concern that rewards are not spread fairly throughout the work force
- Lack of support for Process Improvement within FISC

The areas covered by the Climate Survey:

- ✓ Work Team Functioning
- ✓ Job Characteristics
- ✓ Worker Motivation
- ✓ General Organization Climate
- ✓ Process Improvement
- ✓ Process Improvement Support
- ✓ Training Support
- ✓ Written Comments

Major issues and how we are addressing them:

- Recognition
- Recognition Review Board
- Financial reports for Department Heads showing award dollars spent and available
- Command Special Act awards
- Communication
- Intranet library of meeting notes, presentations, etc.
- Leadership training
- Getting The Network back on a regular schedule
- Beginning weekly Department/Division employee stand-up meetings with the CO
- Strategic Plan familiarity
- Strategic Plan training of all employees by January 2001
- Staffing – good news and getting better
- Position Management Board – optimizing opportunities
- FY00: 52 recruitments, 47 reassignments, 115

details/temporary promotions

- HRO/HRSC response times are improved and getting better

Some major issues... figuring out what to do:

- Empowering people (Making decisions at the lowest level)
- Establish a board to develop written guidelines
- Leadership style and employee involvement
- Training Managers/Supervisors
- Developing participatory tools
- Change Management
- Acceptance and follow-up on ideas...Process involvement
- Simplify the process...Idea Board
- “Bright Idea Staff”
- More extensive use and availability of metrics data

This survey gives us visibility of where our methods and systems work well and where they could use some improvement. Without follow-on actions this would simply be interesting information. The FISC Command will follow through on areas for improvement that have been identified by the survey.

In the next step of the survey process the Executive Steering Committee (ESC) will review the data and determine action items, which will be aligned with the FISC Strategic Plan.

SMARTWEB MOVE

YOUR NAVY HOUSEHOLD GOODS MOVE JUST GOT EASIER

Arrange your move on-line!

By JO1 Mike Kramer, REDCOM 19

Orders in hand, a Sailor visits his base Personal Property Office to arrange his household goods move. As he sits waiting for his entitlements brief, he thinks of the work piling up on his desk. By the time he gets back to work, he will have spent four hours away from the office, counting travel time. He doesn't complain, because he's getting vital information. But he wishes there were an easier way.

Sailors eligible for service at the Fleet and Industrial Supply Center San Diego Personnel Property Office, supporting Naval Supply Systems Command, can expect to have that easier way available to them in December, when Phase One of Smart WebMove is implemented.

SmartWeb Move is a user-friendly program developed to help service members and their families plan and arrange household goods moves on-line. Sailors and family members can access Smart WebMove from home, work, or anywhere they have Internet access.

"The personal property process right now is labor intensive, both at the front end for the customer and at the back end for Personal Property Offices," said Patricia Woelk, the Smart WebMove Project Coordinator. "The cost to the government annually is incalculable when people have to leave work so they can come into a counseling session. And yet, it's absolutely essential that people receive accurate

information on their entitlements and proper instructions on how to conduct the move. The program is designed to cover up to 80 percent of the moves done by the Personal Property Office. Counselors will still be available for Sailors who may need additional assistance."

"Providing this online tool, in the long term, will free up resources in the Personal Property Office so our staff can provide better service to the customer," said Bob Vail, director of FISC San Diego's Personal Property Department. "Everyone benefits from this, including the government. The government will save money, the customer can stay at work, and the counselor will have more time to do a valid job with limited resources."

Using Smart WebMove, Sailors can receive the necessary information and enter their move data online 24 hours a day, seven days a week. After filling out an online questionnaire, they will receive a report of entitlements available to them. The program will also automatically fill out all the required forms and submit them to the Personal Property Office via the Web. A personal property representative will then contact the Sailor to confirm a move date.

Presently, when a Sailor visits a Personal Property Office for an entitlements counseling session, the Sailor must complete that counseling in one visit. SmartWeb Move will give Sailors total control over their sessions. "If the user gets to a point in a counseling session where they need advice, they can stop a counseling session, go back to the online documentation, do their research, then

come back and finish their session," said Tom Bradley, a FISC San Diego computer programming analyst and the technical leader for the project.

According to Bruce Savaglio, a senior principal consultant with Oracle Corp., of Del Mar, Calif., who helped design the SmartWebMove site. The system has a built-in 'intelligence' that can actually warn users of potential mistakes that could cost them time or money. "There's a lot of information that says this is the way you should fill this out, and these are the consequences of not doing this or doing that correctly," said Savaglio. "The things built into the system are artificial intelligence, but nonetheless, are simple things to try to help the customer."

Last month, FISC San Diego conducted a series of tests during which 30 volunteers simulated a move based on a set of orders. CAPT Robert Ritchie, FISC San Diego executive officer, was among those 'moving.' "This is a super program," Ritchie stated. "I had the opportunity to do several moves, and I'm extremely excited at the prospect of having this online."

Developed by all the Fleet and Industrial Supply Centers, FISC San Diego is the lead site for this initiative, sponsored by the Naval Supply Systems Command.

NAVSUP expects that it will be available for all CONUS moves by the end of September 2001, with rollout in September 2002 to all OCONUS FISCS. Other additions, including the on-line Personally Procured Move (formerly Do-It-Yourself) and Service-Member Arranged Move (SAM) are also expected in September 2002.

A76 Update

...completed and in process

By LCDR John LaGrua, Code 90

In the A76 arena, Commercial Activity (CA) studies continue to grow in number. The Fleet and Industrial Supply Center's Regional Strategic Sourcing Business Office (Code 090), has a full plate of work, as the current scope of studies now encompasses all phases of the process from announcement to Performance Work Statement (PWS) and Management Plan development to nearing post-MEO (Most Efficient Organization) Implementation review. Below is a summary of studies both completed and in process.

Retail Supply

The Chief of Naval Operations, (CNO) officially announced this study in July 2000 for competitive sourcing. The area of responsibility is encompassed by both FISC San Diego as well as Commander, Naval Region Southwest (CNRSW). Planning on overall business unit definition and study execution are continuing, with tentative plans to conduct two separate but parallel studies for FISC and the Region. One study would be focused in San Diego Metro and the other in Ventura County. The kickoff for both studies is planned to occur in December 2000.

Navy Integrated Call Center (NICC)

The CNO officially announced this study in July 2000 for competitive sourcing. Although the NICC was announced, the study start was deferred until the FY01 CNO Announcement is made sometime in second quarter FY01. The NICC at Naval Inventory Control Point (NAVICP) is expected to be announced so that Norfolk, San Diego and NAVICP can conduct a joint NICC study. FISC San Diego will participate on both PWS and MEO teams. A decision is expected sometime in FY 02.

General & Administrative (G&A) Services

The G&A study is currently set to split into two streamlined studies, with one covering Contract Administration (Code 200) and the other covering General Administration. The streamlined approach was chosen because both sub-functions met the criteria for streamlined competition and the process is much simplified over a full blown study process. FISC plans to accomplish both studies within the mandated timeframe. Decisions are expected for both in second quarter FY 01.

Regional HAZMAT

Tentative decision was announced in September 2000 to contract out the function to ORI Services, Inc. The study was under appeal. The final decision was reached on Nov. 3, 2000 to outsource the function.

Regional Household Goods

The MEO is in transition to full performance. It is expected that the Office of the Chief of Naval Operations (OPNAV) will conduct a Post MEO Review sometime in FY 01.

ATAC

Global Government MEO implementation just kicked off on October 15, 2000 with only minor "burps" encountered. The implementation is under close scrutiny at both FISC San Diego

and FISC Norfolk, with operations and costs being tracked in preparation for a Post MEO Review by OPNAV and NAVSUP in March 2001.

Fuels

The MEO has been implemented and performance and costs are being tracked. It is expected that OPNAV will conduct a Post MEO Review sometime in FY 01.

IT Desktop/ LAN Support

This study was announced in FY 99 but deferred due to Navy/Marine Corps Intranet (NMCI). Naval Supply Systems Command (NAVSUP) has requested that the study be recoded as a Functional Assessment. Final decision on this is pending from CNO.

IT Application Support

This study is expected to be announced in FY 01. Currently validating the business unit.

FISC San Diego counts on each of you to support these studies in any way you can. Be cautious about the competition asking for information such as organization charts and metrics. Give feedback on draft performance work requirements and seriously participate in data collection efforts. Share ideas to streamline workflow and be committed in retaining work in-house. For more information, call LCDR John LaGrua at 532-3862.

Site Directors' Conference



Attendees at the Site Directors' Conference held at NAS North Island, Oct. 23-24.

Semiannual Site Directors' Conference

Looking for ways to improve, support partners and customers

FISC San Diego held a Site Directors' Conference on Oct. 23-24 at Naval Air Station, North Island. Approximately 60 people were in attendance.

The purpose of the conference is to have the 16 Sites available to hear presentations and ask questions. Every effort is made to broaden communications within the partnership and tap into the collective experience and knowledge base. The conference is held every six months in San Diego.

Take a peek at some of the Sites/Customers who came to the conference. For more information on the Site Directors' Conference, call Sylvia Geering at 532-2237 or DSN 522.



CDR (Sel) Steve Haveraneck, NADEP; and CDR Carlos Buzon, NI.



Patti Hudson, Naval Base Ventura County-Point Mugu



Dan Riem, Seal Beach



LT Kevin Caradona, MCAS Miramar



LCDR Tom Simcik and Jeanne Plumb of NAF Washington; and John Young, (middle) of Ingleside, TX.



Tom Pedlico, MCAS Miramar



Dennis Hatzenbuehler, China Lake; and Jim Bonds, New Orleans



Terry Greer, Willow Grove



Mary Thompson, China Lake



CDR Jack Bates, SIMA; Bill Weinfurter; CAPT (Sel) Chris Paddock; and CDR Tony Martinez, all of San Diego.

*Photos by
Kim
Bryant*

Bratcher honored at Pentagon

She doesn't let her disability get in the way

By Ann Braeutigam, Code 70

Teresa (Terri) Bratcher was honored in a ceremony at the Pentagon on Oct. 11, the Outstanding Department of the Navy Employee with Disabilities Award. Bratcher, who works for the FISC's Workforce Development Division, as a Training Specialist, was chosen from among 25 other candidates.

The annual ceremony in Washington, D.C., increases awareness of the valuable contributions to national security made by persons with mental and physical disabilities.

"Bratcher's energy and enthusiasm for everything she does is truly inspiring to those who work with her," said Ann Braeutigam, her immediate supervisor and Training Division Director. "She is an outstanding employee who overcomes tremendous obstacles every day in accomplishing her work and serving her customers."

Although most people aren't aware of her disability, Bratcher is legally blind from Chronic Uveitis. This is an inflammatory eye disease she has had since childhood. The disease caused complete blindness in the right eye and the left eye is affected as well, but remains under control with the use of steroid eye medication. Her vision in the left eye has deteriorated in the past five years from a disease-related



Official U.S. Navy photo

Teresa Bratcher, Code 70, honored the Outstanding Department of the Navy Employee with Disabilities Award.

cataract to 20/400 severely limiting her field of vision.

Bratcher came to work at the Naval Supply Center (now FISC) on April 2, 1984 on a temporary, 120-day appointment as a Clerk, GS-203-1 in the Training Division. Demonstrating her potential, right from the start, she was selected under upward mobility in 1993 and was ultimately promoted to GS-11 level as a Training Specialist in 1998. Throughout her career, Bratcher has worked hard and readily accepted new assignments. "She has always given 150 percent," said Braeutigam. Bratcher's primary strengths lie in her "can do" spirit, her creativity, and her dedication to serving her customers and those in need. Some examples of how Bratcher has excelled throughout her career are as follows:

Because of Bratcher's vision impairment, it is difficult for her to take traditional PC classes, so she taught herself Microsoft Word and PowerPoint in order to do her job. She has a 27" monitor at her workstation that allows her to see her work better on the computer. Bratcher is very proficient at using many advanced software techniques and easily navigates the Internet to research topics and find free clip art. During the past three years, she

created lesson plans and instructional aids, including PowerPoint slides and student guides, for more than 10 different classes that are taught regularly at FISC SD.

Bratcher has never let her own vision impairment keep her from using technology to enhance the way training is provided to our customers. In 1997, she was the team lead for a project to reinvent our method of providing annual mandatory training (Information Security, Safety and Physical Security). She worked with the various program managers to move this training to the FISC Web Page where all employees could easily access it. As a result, FISC SD achieved 99 percent compliance, which was the best rate of compliance FISC SD has had.

Bratcher is extremely creative and is always looking for new and innovative ways of doing things.

When asked how Bratcher felt when she found out that she won this award, she said, "It is truly a privilege and an honor to be the recipient of such a prestigious award. I am extremely grateful to my Command for the opportunities it has afforded me throughout my career and I am grateful to God for the grace He provides to meet the challenges of those opportunities."