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FOR IMMEDIATE RELEASE

SUBJECT: Supply Center Receives Commander In Chief's Annual Award for Installation Excellence

Richmond, VA – A delegation of employees from Defense Supply Center Richmond will be on hand at the Pentagon May 3, 2002, as the supply center's commander, Air Force Brig. Gen. James P. Totsch, accepts the prestigious Commander-in-Chief's Annual Award for Installation Excellence.

The award recognizes the outstanding and innovative efforts of the people who operate and maintain U.S. military installations worldwide.

Recipients of this highly competitive award, one from each military service and the Defense Logistics Agency, are selected for their exemplary support of the Department of Defense mission. Excellent installations enable better mission performance and enhance the quality of life for military men and women and their families.

This is the fifth time the center has won this award. Previous wins were in 1991, 1993, 1994, and 1997.

Other winners of this year's award were: Army -- 417th Base Support Battalion, Kitzingen, Germany; Marine Corps -- Marine Corps Base, Camp Pendleton, Oceanside, Calif. ; Navy --

Crane Division, Naval Surface Warfare Center, Crane, Ind. ; Air Force -- Lajes Field, The Azores, Portugal.

The ceremony will take place in the Pentagon's center courtyard at 2 p.m.

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About the Defense Supply Center Richmond.

As the lead center for aviation within the Defense Logistics Agency (DLA), Defense Supply Center Richmond serves within the DoD supply chain as the primary source of supply for nearly 900,000 repair parts and operating supply items.

These items include a mix of military-unique and commercially available items supporting over 1,300 major weapons systems. The value of the products and services it provides to its customers exceeds \$2 billion annually. It also operates an industrial plant equipment repair facility in Mechanicsburg, Pa.

The center was touted for its customer service initiatives which contributed to the overall readiness and sustainment of the military services worldwide; for technology innovation; employee health and well being; and for its community outreach programs.

Increased efficiency in DSCR's 24-hour customer call center, where military units worldwide can process or modify their requisitions, check on the status of orders, or verify the availability of vital stock items, resulted in a 92 percent customer satisfaction rating in 2001.

The center's value engineering efforts to identify actions to reduce the production or operations costs of the military services' systems, equipment, services or supplies garnered net savings of \$50.8 million in 2001.

Collaboration between DSCR and the military services significantly increased the readiness posture of military aircraft, such as the C-17 cargo aircraft and the B1B bomber.

In the field of technology, solutions to the military services' logistics delivery challenges have been achieved through the center's Web-based Customer Account Tracking System. The

system receives an average of 50,000 queries per day from the nearly 14,000 military organizations who subscribe to this 24-hour a day system.

The center provides a wide range of programs, services, and facilities that support employee well being, including a relocation assistance program, an award winning wellness program and full service fitness center, a government owned/contractor operated child development center, and family advocacy and employee assistance programs.

DSCR was a leader in the Richmond metropolitan area last year, donating more than \$251,000 to the Combined Federal Campaign. DSCR is the largest school partnership participant in the Richmond Metropolitan area and one of the largest in the state. Over 150 volunteers donate time to center-sponsored programs with four area schools. In addition to serving as weekly tutors and mentors, employees participate in career fairs, transportation days, and promote diversity by assisting area organizations and schools with multicultural day/ special emphasis day events.

DSCR employees serve their community in many civic, professional, and business organizations, including the Richmond Rotary; the Greater Richmond Chamber of Commerce; the Chesterfield Business Council; the Jefferson Davis Economic Development Association; and the Greater Richmond Employment Assistance Team, a readiness program that trains and prepares welfare recipients for transition from welfare dependency to the work force.

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