

Agencies Sign Agreement Improving Customer Support

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Defense Logistics Agency Public Affairs

A new agreement between the Defense Logistics Agency and Defense Contract Management Agency should yield better support for customers.

Signed May 20, 2009, by DLA Commander Navy Vice Adm. Alan Thompson and DCMA Director Charlie Williams, Jr., the performance-based agreement replaces a September 2006 agreement and establishes joint initiatives aligning DLA and DCMA transformation goals with those of the DoD. "This formalizes the important relationship DLA shares with DCMA and reflects our mutual needs and our ability to work together to support warfighters," said Karen Maskew, deputy division chief for DLA's Acquisition Management Directorate's Acquisition Operations Division.

The agreement is set up to ensure DLA gets the contract support it needs from DCMA, which administers contracts for DLA as instructed by the Federal Acquisition Regulation. "This PBA commits both parties to improving electronic system interfaces to speed up cycle time, reduce errors and improve productivity," said Williams. "It clarifies mutual responsibilities to manage [other disbursing office] contracts and to accomplish production surveillance on [system concept definition] A, B and C contracts. It also establishes a PBA Council chaired by DLA's



DLA Commander Navy Vice Adm. Alan Thompson (left) and DCMA Director Charlie Williams, Jr., signed agreements improving customer support.

[acquisition management directorate] and DCMA's [executive director, contracts] to periodically review performance measures and address prioritized issues."

"DCMA manages over 123,000 DLA contracts...of approximately \$4.4 billion," Williams told the admiral during the ceremony. "That makes you a very big customer with 38 percent of our total contract count."

The new agreement will make warfighter support more responsive, agile and visible through an increased use of mutually accessible information. "In 2009, we secured a significant commitment of funding for additional personnel to support DoD's acquisition system. We anticipate this funding plus-up will enhance our capability to manage DLA contracts," Williams said.

A shift to strategic sourcing is also called for in the agreement and includes industrial capability assessments supporting investments made through the Warstopper Program, which protects industry's ability to produce items identified by the military services as critical but scarce. As the relationship between DLA and DCMA advances, the goals and metrics may change as the result of quarterly performance reviews.

"We thank Ms. Scottie Knott and Mr. Dave Ricci for forging this partnership in 2006, Ms. Nancy Heimbaugh for sponsoring the 2009 PBA and Ms. Karen Maskew for pulling all the PBA pieces together," Williams remarked. "Thank you Vice Admiral. Thompson for your continued commitment to a strong DLA-DCMA partnership." **C**