

DRMO RTD WORKSHOP
Battle Creek, Michigan
22-25 September 2003

- The executive director represented NASASP at the RTD Workshop in Battle Creek 22-25 September. Other RTD customers were represented by USA-FEPP, FORSCOM, and NLESA.
- The workshop provided training for DRMO RTD specialists from around the world, and afforded them the opportunity to hear from their RTD customers. DRMS leaders provided updates on trends and projections of the future of RTD and DRMS. Col. Pat O'Donnell, DRMS commander, who was unable to be present, gave a brief welcome address via videotape. The RTD "business unit leader" said that although changes are coming, the focus of RTD remains on the customer.
- All sessions were conducted in a meeting room in the hotel. Attendees were seated at round tables in color-coded groups of six. During one two-hour period, the customer representatives, NASASP included, constituted a panel during which each member described the nature of his organization's business and participation in RTD, and responded to questions.
- Subjects discussed:
 - **A-76.** This process continues with Hawaii and CONUS logistics functions being competed, including RTD. DRMS will continue to manage and operate the RTD and DEMIL programs, while the PA (performing activity) shall store and allow access to that property for screening by RTD customers. The PWS (performance of work statement) allows the winner to determine where it will operate, provided that there will be 15 fewer operational locations in the U.S.
 - **International.** In Southwest Asia, 15 base closures are anticipated. In less than 60 days, two bases in Jordan and one in Saudi Arabia are closing. About \$14 million in personal property is being donated to the host governments.
 - **Customer Relations Management (CRS) and Service Delivery Model (SDM).** Adapting corporate profitability customer relations concepts to DLA/DRMS/DRMO activities, using people, processes and tools to set and meet mutual expectations and optimize value for the customer and DLA. The goal is "highly involved, regular interaction, high touch personal relationships" and a "partnership relationship" with "integrated involvement, constant interaction, and high touch." The emphasis here was on the *Generator* as the *Customer* of concern, not the RTD customer.
 - **XcessXpress.** The process was explained. Surprisingly, several DRMO representatives had never heard of it.
- **Conclusion:** At future workshops of this nature, NASASP should make every reasonable effort to send an active SASP to represent the association. Of course a NASASP officer would be preferred.

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