



# ORACLE



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## Chair Talk

Greetings Fellow GWAC Members and Logisticians! This issue of the GWAC ORACLE Newsletter includes information about upcoming events; Chapter Officer reports; Management Committee meeting minutes; an article on the *USAF Logistics Balanced Score Card*; a September GWAC Luncheon Flyer; a Flyer announcement and submission form for nominating individuals to receive an award at our 2006 October Awards Luncheon; and a GWAC October Seminar Flyer.



## GWAC Webmaster Needed

We are in urgent need of a webmaster to maintain our existing GWAC Website. The effort is not labor intensive. It involves postings of monthly reports (see Website section on page four). This is an excellent opportunity to manage a Website and build your resume. Training and a turnover will be provided.

## 27 September GWAC Luncheon

The guest speaker for our September 27th Luncheon is Mr. David Shaw, Action Officer for the Air Force's Transportation Management Division who will be speaking on the USAF Logistics Balanced Scorecard. (See page 10 for the announcement Flyer). The luncheon will be held at the Fort Myer Officer's club in Arlington, VA. To RSVP, please contact [bun-nystreet@yahoo.com](mailto:bun-nystreet@yahoo.com).

## 25 October GWAC Awards Luncheon

Please remember to submit nominations for the GWAC Logistics awards. Consider nominating a co-worker, a customer, a boss or even yourself. You do not have to be a member of SOLE to receive an Award. Multiple winners will be receiving their awards at our 25 Octo-

ber Awards Luncheon to be held at the Fort Myers Officer's Club in Arlington, VA. The Guest Speaker for the GWAC Awards luncheon will be the world renowned Dr. Jedizmir Knezevic of the MIRCE Academy in Exeter, England (See page 5).

## 26 October GWAC Logistics Seminar

GWAC will be hosting a special one-day Logistics Seminar to be held on 26 October at the Northrop Grumman office, 475 School Street in SW, Washington DC (close to the L'Enfant Plaza Metro station). The topic is *The Fundamentals of Supportability Engineering* to be presented by Dr. Jezdimir Knezevic from the MIRCE Academy, Exeter England. Dr. Knezevic is a world renowned speaker and writer on Logistics. His books are reference materials for the CPL exam. This Seminar is well worth your attendance. The Washington, DC location provides a great opportunity for logisticians in the Greater Washington Area to attend with no lodging cost and minimal travel expenses. For more information, including rates, see the Flyer on page 11 and the attached Registration Form.

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## Chapter Officers

Chair	
Dave Floyd, CPL	571-218-3342
Immediate Past Chair	
Lyle Paulson, CPL	703-412-9319
Vice-Chair, Admin	
Mary Johnston	202-646-5518
Vice-Chair, Finance	
B.J. Silvey	703-860-5141
Acting Vice Chair Member Services	
Tom Griffiths	703-383-3150
Vice-Chair, Professional Development	x325
LCDR Ron Hooks	202-475-3135
Vice-Chair, Education	
Gary Glick, CPL	703-697-4271

### Advisory Members

Joyce McCallister, PMP, CPL	703-217-8431
Richmond Miller, CPL	202-314-1149
Ken Gary	703-692-5920
Lincoln Hallen	301-460-5060
Ed Spriggs, CPL	703-560-8828

### Committee Chairs

<u>Bylaws</u>	Open
<u>CPL Coordinator</u>	
Gary Glick, CPL	703-697-4271
<u>Education</u>	
Dr. Lloyd Muller, CPL	703-751-1060
<u>Elections</u>	Open
<u>Historian</u>	Open
<u>Job Referral</u>	
Linc Hallen	301-460-5060
<u>Logistics Education Foundation</u>	
Dave Floyd, CPL	571- 218-3248
<u>Membership</u>	Open
<u>Nominations</u>	Open
<u>Oracle Newsletter Editor</u>	
Dave Floyd, CPL (Acting)	571- 218-3248
<u>Public Relations</u>	Open
<u>Retail Sales</u>	Open
<u>Speaker Editor</u>	Open
<u>Training</u>	
Gary Glick	703-697-4271

### Other

<u>District Director</u>	
John Buder	703-445-1616
<u>SOLE Headquarters</u>	301-459-8446

## The ORACLE

The ORACLE is published 12 times a year. The deadline for articles and announcements is the second Monday of the month to be published. Authors, please reference "Editorial Objectives and Guidelines" under the "ORACLE Newsletter" Link at [www.gwacsole.org](http://www.gwacsole.org) for more details. GWAC assumes no responsibility for statements made by advertisers or for statements of fact or opinion expressed or implied in this publication.

October 11, Robotic Exploration of the Moon by Dr. Paul Spudis of APL, to be held in Washington, DC. starting with a 6:00pm reception. The cost is free. Contact 202-994-8474 or [seasalum@gwu.edu](mailto:seasalum@gwu.edu)

October 16-17, 2006, Configuration Management to be held in Washington, D.C. Contact [www.TechnologyTraining.com](http://www.TechnologyTraining.com).

October 18-19, 2006, Performance Based Logistics Workshop to be held in Washington, D.C. Contact [www.TechnologyTraining.com](http://www.TechnologyTraining.com).

October 18-20, 2006, Advanced Configuration Management to be held in Washington, D.C. Contact [www.TechnologyTraining.com](http://www.TechnologyTraining.com).

October 23-25, 2006, Integrated Logistics Support Seminar to be held in Washington, D.C. Contact [www.TechnologyTraining.com](http://www.TechnologyTraining.com).

October 26, 2006, The Fundamentals of Supportability Engineering Workshop to be conducted by Dr. Jezdimir Knezevic and held in Washington, D.C. Contact Linc Hallen at (301) 460-5060 or at [lincolnhallen@cs.com](mailto:lincolnhallen@cs.com).

November 6-7, 2006, Systems Engineering Workshop to be held in Washington, DC.. Contact: [www.TechnologyTraining.com](http://www.TechnologyTraining.com).

## Financial Report

by BJ Silvey at  
[silveybjmarbj@comcast.net](mailto:silveybjmarbj@comcast.net)

As of 31 August, 2006

Beginning Balance: 4560.51

Income: Luncheon

Total Income: \$0.00

Expenses: (\$0.00)

Total Expenses: (\$0.00)

Ending Balance: \$4560.51

## VC Programs

by LCDR Ron Hooks, USCG, at  
[dhooks@comdt.uscg.mil](mailto:dhooks@comdt.uscg.mil)

The speaker for our 27 September Luncheon is Mr. David Shaw of the Air Force's Transportation Management Division who will be speaking on the use of the Balanced Score Card for USAF logistics. See our Flyer on page 10 or contact [www.gwacsole.org](http://www.gwacsole.org).

## VC Technical

By Gary Glick, CPL at  
[glickg@starpower.net](mailto:glickg@starpower.net)

### CPL Exam Update

The latest CPL exam was held in Dallas, TX, during SOLE 2006. The November 2006 CPL exam will be held on the first Saturday in November at the Florida Institute of Technology (FIT) training center located on Eisenhower avenue in Alexandria, VA.

## SOLE Searchers

Check out the updated "Jobs" page hyperlink at the GWAC Web site at [www.gwacsole.org](http://www.gwacsole.org). or contact Linc Hallen at 301-460-5060.

## DCCEAS

DCCEAS has speakers for the next two meetings. The Oct 5th speakers are Carol Rieg, Dr. Onye and Stephanie Mages who

will be speaking on the "Future Cities Competition" and the "Family Day" at the National Building Museum. The speakers will be discussing their plans and will invite your suggestions and support of make the Competition a success. The Nov 2nd speaker is Russell Harrison, IEEE, who will be speaking on "Influencing Congress and the Administration on National Technology Policy". Mr. Harrison has a lot of interesting tips on how to lobby on issues that are important to you. The meetings will be held in the University of DC's Van Ness Campus (at the intersection of Connecticut Ave. and Van Ness St. NW), in Room 212 of Bldg. 42. Parking will be available in the UDC garage at the reduced rate of \$3.50 by telling the attendant that the meeting is sponsored by Dr. Onye, Director of the Center.

## Chapter Website

Contact the webmaster at [webmaster@gwacsole.org](mailto:webmaster@gwacsole.org) with your comments and/or input. Files added during the last month to the functional areas include the following:

### General.

- August Membership Committee Meeting Agenda and Minutes
- Updated Calendar of Events

### Administration.

- Membership Spreadsheet, Password protected (contact [webmaster@gwacsole.com](mailto:webmaster@gwacsole.com))
- August ORACLE Newsletter

### Finance.

- August Financial Report

## Chapter Events List 2006-2007

<u>Date</u>	<u>Event</u>
<u>Sep 27</u>	GWAC Luncheon
<u>Oct 11</u>	GWAC BoD Meeting
<u>Oct 25</u>	GWAC Awards Luncheon
<u>Oct 26</u>	Supportability Seminar
<u>Nov 8</u>	GWAC BoD Meeting
<u>Nov 29</u>	GWAC Luncheon

## GWAC Management Committee Meeting Minutes

### CALL TO ORDER:

Chair Dave Floyd, CPL, called the meeting to order at 5:45p.m. on 20 September, 2006 at 475 School Street in Washington, DC where the GWAC October Seminar will be held.

### CHAPTER OFFICERS PRESENT:

Dave Floyd, CPL	Chapter Chair
Lyle Paulson, CPL	IPC
Ron Hooks	VC Programs
Tom Griffiths	VC Member Svces
Richmond Miller, CPL	Board Member
Lincoln Hallen	Board Member
Lisa Hooks	Guest

### OLD BUSINESS:

Past Minutes. The GWAC Management Committee reviewed and recommended approval of the August 2006 Management Committee Meeting minutes and Financial report for the month of August.

### VC/COMMITTEE REPORTS:

#### VC FINANCE:

Finances were approved. \$4560.51 in the account. A Seminar business case was prepared and submitted to the new District 2 Director, Jon Buder. It was felt that Dr. Knezevic is enough of a draw that we will make enough money to cover all expenses.

#### VC MEMBER SERVICES:

Tom Griffiths said he would collate the GWAC Survey Form results. He also said he would put together the Awards Booklet for the October Awards luncheon and bring a cooler for the October Workshop.

#### VC PROGRAMS:

Luncheon Speakers. Ron Hooks said he would put together the program for the GWAC Awards luncheon. He also said he would look into ordering a special plaque for Dr. Knezevic. Chair Dave Floyd volunteered to contact SOLE HQ to order plaques for the

Awards Luncheon. Mr. Hallen took an action item to re-confirm that Dr. Knezevic from the MIRCE Academy will speak at the 2006 GWAC October Awards luncheon. In addition, Dr. Knezevic confirmed he would give a one-day technical seminar on *Supportability Engineering*. Linc Hallen is making arrangements for the visit. The workshop will take place on October 26, 2006 at 475 School Street. Planning for all facets of this workshop was discussed at length. Richmond Miller, CPL, determined that the Seminar conference room can seat 60 people at tables and still leave room for more who show up at the door.

### VC ADMINISTRATION:

Any first time attendees at SOLE luncheons are free (except for the Awards Luncheon). The qualifier is you cannot already have attended a luncheon within the last three years to qualify. You must also identify yourself as "new" when you RSVP. Any full time students get lunch free.

### VC EDUCATION:

The November 2006 CPL exam will be held on the first Saturday in November at the Florida Institute of Technology (FIT) training center located on Eisenhower avenue in Alexandria, VA. Two people from the Pentagon have expressed interest in forming a CPL Study group.

### NEW BUSINESS:

Mary Johnston will ask the people as they RSVP if they have attended in the past and work out the details for the sponsor program.

### ADJOURNMENT:

There being no further discussions, Chair Dave Floyd, CPL, adjourned the meeting at 7:10 pm. The next board meeting will take place at the Hamburger Hamlet Restaurant in Crystal City on 11 Oct. 2006. GWAC members are welcome to attend as guests.



**Announcing the GWAC of SOLE  
9<sup>th</sup> Annual Logistics  
Awards Program and Luncheon  
to be held October 25, 2006**





# **GWAC SOLE AWARD CITATION FORMAT**

## ARTICLE

### The Logistics Balanced Scorecard

“The ability to view the health and welfare of logistics in a single location with drill down capability into the Air Force Logistics Balanced Scorecard in order to perform analysis in support of managerial decision-making.”

#### ***What is the Air Force Logistics Balanced Scorecard effort?***

Air Force metrics are predominately financial or production based, which drives priorities and practices not focused on warfighter capabilities. To remedy this imbalance of metrics and measurements, the Office of the Secretary of Defense is developing a Balanced Scorecard across the services. The eLog21 Balanced Scorecard effort will integrate and align with that effort.

Further, the eLog21 Balanced Scorecard effort will improve the performance measurement of Air Force logistics capabilities and institutionalization metrics to realign and refocus logistics processes and efforts. The end-state goal of this effort is a standardized set of warfighter-focused metrics.

The focus of this initiative is to translate the eLog21 vision and strategies (as defined in the Logistics Enterprise Architecture (LogEA)) into a comprehensive set of objectives, critical success factors, and performance measures. The framework represents a balance between:

- Short-and long-term critical success factors
- Financial and non-financial measures
- Lagging and leading indicators
- External and internal performance perspectives

#### ***What is the Balanced Scorecard vision, mission, and approach?***

The vision of this initiative is a measurement and management capability for AF/IL that aligns the actions of all logistics organizations with the overarching vision and strategies of the Air Force and the Office of the Secretary of Defense across a balanced set of perspectives (warfighter, logistics process, resource planning, and innovation and learning).

The long-tem vision of this effort is that ongoing scorecard and metrics efforts will be linked together in a cause-and-effect relationship to allow each successive higher Headquarters to identify how subordinate commands are executing against stated objectives and performance measures and allow the subordinate organizations to understand how they impact the larger picture strategies.

This performance data will be displayed in a Balanced Scorecard dashboard that is appropriate to the viewer. The dashboard will allow the user to drill-down to lower indentures of scorecard metrics. All of this will be accessed via the web.

#### ***Why did AF/ILI launch the Balanced Scorecard effort?***

AF/IL launched the Balanced Scorecard initiative such that the Air Force and the Office of the Secretary of Defense will have the ability to view the health and welfare of Air Force logistics in a single location with drill down capability into the Air Force Logistics Balanced Scorecard to perform analysis in support of managerial decision-making.

Each scorecard objective will have an owner identified along with key performance indicators, performance measures, targets/goals, and initiatives intended to facilitate the successful achievement of the overall Air Force Logistics mission and vision.

***How does the eLog21 Balanced Scorecard effort tie in with DoD and other Air Force Scorecard efforts?***

The eLog21 Balanced Scorecard links directly to the scorecards being developed by the Air Force Corporate Logistics effort and the Office of the Secretary of Defense Logistics effort. The eLog21 effort will also link to the scorecards being developed at the MAJCOM level. Additionally, the eLog21 scorecard will have horizontal and vertical linkages with the Air Force Logistics Enterprise Architecture (LogEA) and Future Logistics Enterprise (FLE) initiatives. The links between the eLog21 Balanced Scorecard effort, and the other DoD and Air Force efforts will ensure that the eLog21 scorecard supports the overall vision, mission, and goals of the Office of the Secretary of Defense and Air Force stakeholders.

***What are some of the characteristics of the eLog21 Balanced Scorecard effort?***

Each scorecard objective will have an owner identified along with key performance indicators, performance measures, targets/goals, and initiatives intended to facilitate the successful achievement of the overall Air Force Logistics mission and vision.

***What is the timeline for implementing of Balanced Scorecard?***

Phase I of this effort (through Dec 03) produced the initial version of the Air Force Logistics Balanced Scorecard and laid the foundation for moving forward into the pilot effort. With the successful completion of the pilot during Phase II (Jan – June 04), the next step is to build a production version of the Balanced Scorecard. During future phases, the focus of effort will include the display and drilldown of the Balanced Scorecard by all appropriate organizations, the migration of all of the necessary data elements to a single repository to

- Provide a 20% increase in equipment availability
- Reduce annual operating and support costs by 10% (\$2.75B) NLT FY11

For more information, contact:

Lynda Kucinski (AF/ILID)

AF/IL BSC Project Manager

(703) 692-6658

[lynda.kucinski@pentagon.af.mil](mailto:lynda.kucinski@pentagon.af.mil)

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*Please Join the Greater  
Washington Area Chapter (GWAC) of  
SOLE – The International Society of Logistics*



**On Wednesday September, 27 2006**  
**at the Fort Myer Officer's Club, Arlington, VA**  
**Fife and Drum Room from 11:15 am to 1:00 pm**

*for a buffet lunch and talk. The event is \$20.00 pay at the door.*

*RSVP to [bunnystreet@yahoo.com](mailto:bunnystreet@yahoo.com)*

## The Balanced Score Card

Mr. David Shaw  
Action Officer for the Air Force's  
Logistics Transformation Management

The Balanced Score Card enables the ability to view the health and welfare of logistics in a single location with drill down capability order to perform analysis in support of managerial decision-making. To remedy an imbalance of metrics and measurements, the Office of the Secretary of Defense is developing a Balanced Scorecard across the services. The eLog21 Balanced Scorecard effort will integrate and align with that effort. Mr. Shaw will be speaking about how the eLog21 Balanced Scorecard effort will improve the performance measurement of Air Force logistics capabilities and institutionalization metrics to realign and refocus logistics processes and efforts. The end-state goal of this effort is a standardized set of warfighter-focused metrics.

Mr. David Shaw has been serving from August 2005 to Present as a Logistics Management Specialist for HQ Air Force/A4ID, at the Pentagon in Arlington, VA. In this capacity, he is the HQ Air Force's Action Officer for Logistics Transformation. His responsibilities include support for the AF eLog21 Campaign goals, specifically implementation of the Logistics Balanced Scorecard (BSC), and tracking of Operations & Support (O&S) costs and savings. From May 1999 to July 2005, Mr. Shaw served as a Logistics Management Specialist at Hill AFB, UT. Mr. Shaw also served as the Program Manager for the F-15 PRIDE modification programs, including the B-1B, C-5, and C-130 aircraft programs. Duties included implementing weapon system modifications to increase the reliability of Secondary Power System components, contract execution and organic logistics support. He served as the transition POC during the Kelly AFB BRAC closure in 2000. Mr. Shaw was a Combat Engineer-12B in the U.S. Army, 13th Engr. Bn. Fort Ord, CA, from May 1988 to July 1991. He holds a Bachelor's Degree in Liberal Arts from the University of Texas at El Paso, TX.



**GREATER WASHINGTON AREA CHAPTER  
OF SOLE - The International Society of Logistics  
PRESENTS**



**A ONE-DAY LOGISTICS SEMINAR ON  
THE FUNDAMENTALS OF SUPPORTABILITY ENGINEERING**

By Dr. Jezdimir Knezevic  
MIRCE Academy, Exeter England

To be held at: 475 School Street, Washington DC, SW, 20024  
(Adjacent to the L'Enfant Plaza Metro Station)

Thursday, October 26 2006  
Registration at 7:45am; Seminar 8:30am-4:30pm  
Space is Limited

To RSVP contact [bunnystreet@yahoo.com](mailto:bunnystreet@yahoo.com)

The main objective of this seminar is to expose the practicing logistician, engineer, analyst and manager to the fundamentals of Supportability Engineering (SE). In the morning, participants will be introduced to the “mechanics” of systems’ and products’ behavior during their operational life, which result from physical causes or human actions in general, and SE issues in particular. In the second part, the science-based SE methods will be discussed and illustrated with a large number of examples. In the closing part, the relationship between Integrated Logistic Support/Logistic Support Analysis and supportability engineering will be addressed.

Jezdimir Knezevic, B.Eng, M.SC, PhD is a world-class lecturer and practitioner of applied logistics engineering. He has authored over 300 publications disseminated worldwide, including his book “Reliability, Maintainability and Supportability”, and has made hundreds of technical presentations in over 40 countries on five continents over the past 20 years. He has developed and delivered over 500 short courses in more than 30 countries which have attracted over 6000 professionals, from defence, aerospace, manufacturing, automobile and related industries. He is founder of Europe’s first Postgraduate Certificate/Diploma and Masters Degree Courses in Logistics Engineering, Reliability and Maintainability Engineering and System Operational Effectiveness at the Faculty of Engineering at Exeter. Dr Knezevic has received several international awards for his contribution to research in the field of logistics engineering including the prestigious Eccles Medal from SOLE – The International Society of Logistics. Some years ago, he spoke to the Mid-Atlantic Logistics Conference attendees, and many are anxious to hear him again.