



# THE CHALLENGE

Sierra Army Depot, Herlong, Calif.

August 2011

Vol. 67 No. 8

## TACOM CG, Depot/Arsenal Commanders tour SIAD operations

By Lori K. McDonald  
Public Affairs Officer

Once again Sierra Army Depot had the opportunity to showcase their capabilities to the Commanding General, TACOM Life Cycle Management Command, a senior executive service member and Depot/Arsenal commanders during a recent visit.

Maj. Gen. Kurt Stein, commanding general, TACOM LCMC, Mr. Brian Butler, Director, ILSC (SES-6), Command Sgt. Maj. Clinton Hall, TACOM LCMC, Col. Doyle Lassitter, Commander, RRAD, Col. James Fly, Jr., Commander, JMTC-RIA, Col. Mark Migaleddi, Commander, WVA, and Sgt. Maj. Gregory Tubbs, SGM RRAD gained insight on depot functions as they watched a short video showing casing our core capabilities, followed by the traditional command briefing, and then on to the tour of the Depot.

The first stop for the tour was the End of First Life Center, where the visitors not only saw the never-ending lines of diversified combat track vehicles, but learned about the pilot program for the new Passive RFID program, Asset Pulse.

Mr. Michael Winters, Storage & Distribution supervisor, informed Stein and the commanders, SIAD is the test bed for this application, to use EPC Gen2 passive RFID technology with hand-held readers. As a first phase, it was decided to track all the artillery using the Asset Pulse system, applying 496 tags to M198 Howitzers. Winters continued to explain how a variety of passive RFID tags were tried out, as suggested by Asset Pulse.

Winters said the factors taken into consideration included on-metal readability, size and form-factor, and mounting possibilities and their ability to survive the outdoor environment – heat, sun, rain and snow. The group was shown a red-colored tie-wrap based tag that was finally short listed for the artillery equip-

ment. The tag is loosely tie-wrapped to a part on the side of the artillery equipment to make it clearly visible so one can easily determine whether the equipment has been tagged or not.

The group observed members of Winter's team, Deanna Carlisle and Jeremy Utter, as they operated a wedge reader to program tags. Within minutes everyone was able to see how the tags were programmed with serial numbers, uploaded, and then inventoried, all while Stein and visiting commanders watched.

Winters continued to talk about the other capabilities this program can do apart from performing inventory. He said the mobile software allows not only physical searches of assets to be performed, but attributes such as attachments associated with any asset located not only in LTS, but throughout the Depot as well.

The group departed the EoFLC area and proceeded to the Container and Assembly Directorate where Ms. Susan Getty explained about the wa-

ter and fuel programs managed here. She talked about the Fuel System Supply Point (FSSP) the how it is capable of receiving bulk fuel from a variety of sources, and issuing bulk fuel to aircraft and ground vehicles. Getty pointed out to the group the components that make up a complete FSSP, which include collapsible fabric tanks, pumps, filter/separators, hoses, valves, couplings and fittings.

The next stop was the Retrograde and Redistribution area where Mr. Jon France and Mr. Josh Chandler explained the process currently in place to receive materiel back from Southwest Asia and then redistributing them to units. France explained when this process first began the Depot had a very high denial rate on shipped items. Since that time SIAD has refined the procedures for receiving material and a 100 percent inventory conducted prior to placing items in storage. The denial rate on shipped items is now less than 1 percent.

Mr. Donald Olson, SIAD's dep-

uty to the commander, talked about how SIAD has more experience than any other organization to receive excess "dirty" stock and manage that stock in order to realize some positive value for the Army. Olson went on to say Sierra currently operates the largest Army Standard Army Retail Supply System (SARSS) operation in the world performing redistribution operations to support all DoD Services.

Visiting leaders then proceeded to the newest mission within the R&R Directorate, the receipt and processing of Non Standard-Equipment from theater. Mr. Riley Junk, NS-E supervisor, walked with the group through the warehouse where containers, tri-walls, boxes and pallets loaded with material was waiting to be processed. Junk demonstrated how employees run a scan of the Army War Reserve Deployment System (AWRDS) data associated with a particular container, and process all the materiel individually thru their

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Michael Winters, left, explains to Maj. Gen. Kurt Stein, commanding general, TACOM LCMC, Mr. Brian Butler, Director, ILSC (SES-6), Command Sgt. Maj. Clinton Hall, TACOM LCMC, Col. Doyle Lassitter, Commander, RRAD, Col. James Fly, Jr., Commander, JMTC-RIA, Col. Mark Migaleddi, Commander, WVA, and Sgt. Maj. Gregory Tubbs, SGM RRAD the End of First Life Cycle Center for all the wheeled tactical vehicles stored at Sierra. Lt. Col. Dalessio and Lt. Col. Dexter were both in attendance during this visit.

## Commander's View

It is with humble pride that I write this column for The Challenge. First, let me start by thanking all the employees and members of the local communities for the extremely warm welcome my family and I received. The change of command was an awesome event and confirmed my belief that the employees of Sierra Army Depot (SIAD) are true professionals. We are sincerely thrilled to be a part of the SIAD team.

The first month has been fast and furious and as the old saying goes, I feel like I'm sipping off a fire hose. Everyone I've met so far has clearly articulated what he or she does and how it relates to the depot's mission, I'm truly impressed with the quality of our employees. Please continue to bear with me as I ask questions that may seem parochial to you.

Over the next month or two, I plan to meet and speak with every employee of the depot. If you see me walking around your area, please feel free to approach me and introduce yourself. Each and every one of you is critical to our success.

Shortly, you will see my command philosophy around the depot, which I plan to share with you in more detail during upcoming Town Hall meetings. The six key points



**Lt. Col. Christopher E. Dexter**

on which I emphasize are Mission, People, Safety, Legality, Morality, and Ethics. I look forward to future discussion regarding these topics.

I would like to go ahead and stress one area of my command philosophy in this column and that is safety. I believe that safety is paramount in everything we do. We have a mandatory obligation to ensure the safety of our people and our equipment. You will hear me say that I'm the depot's safety officer, but each and every one of you holds that position. If you see something unsafe, intervene and you may save someone's life.

Never forget why we are here. Our ultimate customer are the Warfighters, the Soldier on the front line in Afghanistan and Iraq, and the Soldiers stationed at all posts, camps and stations, ready to defend our nation at a moment's notice.

Next month marks the 10th anniversary of one of the most memorable events in our nation's history, Sept. 11. On that day, please take a moment to remember our fellow citizens that lost their lives due to the horrendous acts of a few individuals. This event fundamental changed our nation; however, it brought us closer together and strengthened our resolve. On 8 Sept. we will pay tribute to the victims of the attacks.

I am truly honored and excited to be the 38th commander of Sierra Army Depot.

**Pride in Excellence!**

# Army Strong!



## New Hires at SIAD

As you go about your day to day operations, in some type of fashion you have probably come in contact with one or several new employees. Take a few minutes to welcome these individuals to the Depot. Here are a few more names to be added to the welcome list.

**Hasan Abaca  
Justin Baesman  
Juanita Barnard  
James Barnwell  
William Bel IV  
Stephen Belanger  
Wayne Brockhoff  
Timothy Brown  
Jessica Everett  
Damien Gill  
Caleb Hamilton  
Roy Hammers  
Jason Haskill  
Curtis Hubanks  
Miles King  
Michael Kraft  
Francis Little  
Michael Manson  
Boyd Murchison  
Trevor Radey  
Angela Rogers  
Anthony Vial  
Brian Waits  
Antrelle Whitmore  
Michael Williams**

## THE UNION'S POSITION- AFGE LOCAL 1808

Brother and Sisters it's that time of the Year again. The annual AFGE Union dinner is scheduled so on Oct. 22, "GO GET YOUR EDGE ON!" from 4:30 p.m. until 9:00 p.m. at The Edge, a night club located within the Peppermill Casino in Reno, Nev. The will be a \$30.00 deposit due per union person for your reservation. The ticket price will be refunded upon entry to the event. The cost for each additional guest is \$30.00.

A limited block of rooms will be available at a discount rate; however, tickets must be purchase first in order to receive the code. Room rates start at \$59.00 per night or you

can upgrade for a spa suite for either \$79.00 or \$109.00. Contact the Peppermill at 1-800-648-6992 to make your reservations now.

The menu for the event will be buffet style with the following items: Chardonnay poached salmon, grilled tri-tip; grilled chicken with ham and mushrooms, steam vegetables, complete salad bar, fresh dinner rolls, ending up with a variety of pastries, desserts, coffee or tea. Alcohol drinks will be available at the bar for purchase. For more information contact Roxanne at extension 5148 or Garry at extension 5375.

AFGE, Local 1808 monthly

meetings are held on the first Tuesday of each month at 5:15 p.m. in the Union Building unless it's an Election Day; the meeting will then be held the following Tuesday. All members are invited to attend and voice their concerns. Union Office phone number is 530-827-5375.



**The Challenge**

Depot Commander/Publisher \_\_\_\_\_  
Public Affairs Officer/Editor \_\_\_\_\_  
Photographer \_\_\_\_\_

**Lt. Col. Christopher E. Dexter**  
**Lori K. McDonald**  
**Lloyd Gubler**

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## LMP tips and tricks

By Sommer Beddingfield  
LMP Office

We have been live with LMP now for almost a year. We've been through formal LMP Training, and we're comfortable navigating through the system and the transactions we utilize for our job. We've been through On-The-Job LMP Training when the system doesn't react in the ways we'd anticipated, and we've had to come up with innovative solutions just seconds after thinking we would suffer a nervous breakdown.

Now that we've been live for some time; however, have you ever wondered if there was an easier way to accomplish a particular task (generally speaking), if there were any shortcuts, any LMP tips or tricks that you were not aware of? Well, fear not, because the LMP Tips and Tricks section has been added to the

Training Sustainment Tool (TST) for all Sierra Army Depot users. Feel free to take a look at your leisure, you'll find information on the following topics:

### ***Executing a Transaction in the Background***

Are you required to run reports for your job? If so, most of us have found that doing so in a "second" session (not the primary LMP session) is helpful, because we can continue to multi task in other sessions, and we also have the "Stop Transaction" option available to us via the icon in the top left hand corner of the screen. Generally the "stop transaction" option is used when the report you're running begins to resemble the Energizer Bunny®, and it just keeps on going, and going, and (well, you get the picture) failing to retrieve results in a timely manner. And, worst of all, what happens if the report reaches the 60 minute



mark while retrieving results? The dreaded ABAP runtime error!!! In short, results cannot be retrieved because the session has timed out. How can the report be run if it times out in the system?

We have documented procedures for just such an occasion and posted them on the Training Sustainment Tool (TST). We will provide these instructions to any Enterprise LMP user who meets the requirements of the Specifically Negotiated Licensed Rights (SNLR).

### ***Get Out of LMP Fast!***

Ever have to rush out the door to a meeting, or find yourself so immersed in your work you lose track of time, only to find that it's 1700? Ever need to get out of your seven LMP sessions and log off quickly? Check out the documented procedures posted on the Training Sustainment Tool (TST), and you'll be logged out of LMP in a flash.



## SIAD welcomes new Depot Counsel

Mr. Roger Cartwright was selected as Chief Counsel for Sierra Army Depot in July 2011. As Chief Counsel, Mr. Cartwright is responsible for providing all legal support to the Depot Chain of Command.

Cartwright hails from the Seattle, Wash. area. He graduated from Central Washington University in 1987, and soon thereafter was commissioned in the Army as a second lieutenant with the Air Defense Artillery. In the fall of 1987, Cartwright obtained an educational delay from the US Army, and enrolled in law school at Gonzaga University. He graduated from The Gonzaga University School of Law, with honors, in 1990.

After passing the Washington State Bar, he began his Army career on active duty with an assignment as a Trial Counsel with the 10th Mountain Division (LI), Fort Drum, N.Y. (1990-1993). From there, was assigned as Chief, Criminal Law with



the 7th ID (LI) at Fort Lewis, Wash., and was later assigned as Chief, International and Operational Law for I Corps and Fort Lewis (1993-1996). Cartwright left active duty in January 1996, at which time he joined the US Army Reserve (USAR), and served in a variety of roles with the 6th JAG DET (LSO); the 70th Regional Support Command, 2122nd Garrison Support Command, and OJA, United States Army Europe. His last mobilization to active duty occurred in 2009, where he served in the Office of Soldiers' Counsel, representing disabled soldiers before the US Army Physical Evaluation Board at Fort Lewis, Washington.

Cartwright's military education includes the Judge Advocate Officer Basic and Advanced Course, U.S. Army Command and General Staff College, and a Masters in National Security and Strategic Studies from the U.S. Navy War College.

His military awards include the Meritorious Service Medal, Army Commendation Medal (3 OLC), Army Achievement Medal, Army Reserve Component Achievement Medal, National Defense Service Ribbon, Armed Forces Expeditionary Medal (Operation Restore Hope, Mogadishu, Somalia), Armed Forces Reserve Medal, Army Service Ribbon, and the Army Reserve Component Overseas Training Ribbon. Mr. Cartwright retired from the USAR as a Lieutenant Colonel in February, 2011.

In his civilian capacity he has worked as the principal of his own firm, Cartwright Law Offices, LLC from 2000 – 2009. He has also worked for several civilian law firms over the years, representing a variety of clientele, ranging from individual clients, to municipal and corporate. His civilian legal experience includes representation of clients in areas such as criminal law, workers compensation, labor law, government contracting, EEOC, and estate planning.

Mr. Cartwright is married and has two children.

## Best Practices

A Best Practice is defined as a technique, method, process, activity, incentive or reward that is more effective at delivering a particular outcome than any other technique, method, process, etc. The idea is that with proper processes, checks, and testing, a desired outcome can be delivered with fewer problems and unforeseen complications. Best Practices can also be defined as the most efficient (least amount of effort) and effective way (yields the best results) of accomplishing a task, based on repeatable procedures that have proven themselves over time for large numbers of people.

*(Editor's Note: information provided from US Army Combat Readiness/Safety Center)*



## AMC, NAVSEA join forces to expand employment opportunities for disabled veterans

By Cherish Washington  
AMC Public Affairs

REDSTONE ARSENAL, Ala. - July, 22, 2011 – The two largest civilian employers in the Department of Defense joined forces Friday with the signing of a memorandum of understanding to provide more employment opportunities to wounded warriors.

The agreement between U.S. Army Materiel Command and the Naval Sea System Command expanded the veteran hiring programs for both organizations by combining two existing programs.

“The NAVSEA’s wounded warrior program offers tremendous career opportunities for our wounded veterans and I’m very proud and honored that we’re joining forces with you today,” said Gen. Ann E. Dunwoody, AMC’s commanding general. “Seven years ago AMC established our Always a Soldier program to provide employment assistance to veterans who could no longer serve in uniform, but who were still warriors at heart.”

“NAVSEA and AMC are actually two of the largest employers of civilians in the Department of Defense with more than 115,000 civilian employees serving across the U.S. and around the globe: from highly skilled technicians, to engineers and scientist, to contracting specialist and support personnel of

every kind,” Dunwoody said.

Vice Adm. Kevin M. McCoy, Commander of the Naval Sea Systems Command stressed that the programs are not charity.

“It’s about bringing critical skills and leadership back into the national defense business,” McCoy stated.

The MOU allows the commands to more closely align their respective wounded warrior programs and to collaborate in recruiting efforts across the nation.

Specifically the agreement allows the commands to jointly set and monitor yearly wounded warrior hiring and support goals leading to better oversight and management of the programs; ensure the commands use their combined resources to exceed the expectations of the DoD education and employment initiative; jointly develop education and employment centers to benefit wounded warriors, families and caregivers; and establish new lines of communication and share information to better inform wounded warriors about employment opportunities within AMC and NAVSEA headquarters and their major subordinate commands throughout the nation.

The Always a Soldier program, AMC’s veteran hiring program, was created in 2004 as a mechanism to hire wounded warfighters into civil service with AMC who separated

**See AMC on Page 9**



Gen. Ann E. Dunwoody, Army Materiel Command’s commanding general (left) and Vice Admiral Kevin M. McCoy, of the Naval Sea Systems Command’s commander (right) sign a memorandum of understanding to provide more employment opportunities to wounded warriors. U.S. Army Photo by Cherish Washington, AMC Public Affairs.

## Fire Department acquires new vehicle



The Fire Department recently replaced the leased ladder truck with a Pierce 100 foot ladder truck procured by the Army. By owning the new ladder truck, the Depot is saving \$118,000 per year.

The biggest difference is the new ladder truck has a 100 foot ladder with a bucket. This vehicle will provide superior rescue capabilities, including the ability to make a quicker rescue effort. In addition it provides great extinguishing capabilities for the warehouses.



## CYS Monthly Update

Now that summer has come to a close, CYS can proudly say that we had an amazing, successful summer!

Here are a few highlights: Youth enjoyed a variety of field trips, including Roller Kingdom, 6 Flags, and a camp out just to name a few.

We all enjoyed the summer heat for a change, but also welcomed the cool waters of the pool each week. The youth kept the staff busy and entertained, and the staff tried to return the favor!

We were sad to see Lt. Col. Da-

lessio leave, but are excited to be part of the future with Lt. Col. Dexter... we wish both of them the best of luck in their future endeavors.

Our teen room got a make-over, thanks to our Summer Hire Derek Dennis, in which some neon green paint shocked our youth!

When asked what their favorite part of this year’s summer camp was, most youth agreed that camping was the big highlight! “I liked the camping trip the best because

**See CYS on Page 5**





# Report



## Suspicious Activity

### Indicators:

- People drawing or measuring important buildings.
- Strangers asking questions about security or building security procedures.
- Briefcase, suitcase, backpack, or package left behind.
- Cars or trucks left in No Parking zones in front of important buildings.
- Intruders in secure areas where they are not supposed to be.
- A person wearing clothes that are too big and too hot for the weather.
- Chemical smells or fumes that worry you.
- People asking questions about sensitive information such as building blueprints, security plans, or VIP travel schedules without a right or need to know.
- Purchasing supplies or equipment that can be used to make bombs or weapons or purchasing uniforms without having the proper credentials

### Also Report Situations Where:

- Individuals have isolated themselves or are emotionally withdrawn from friends/community
- Individuals are absent from the workplace for seemingly no reason
- Individuals with apparent grievances

### Primary Reporting Methods

- Law enforcement official or agency
- Security force or guard members

### Alternative Reporting Methods

- DA Civilians/Soldiers: your chain of command
- Spouses: your military member/FRG Leader
- Children: your parents or teachers
- Contractors: contract agency or COTR

### What to Report

<ul style="list-style-type: none"> <li>• When did suspicious activity occur</li> <li>• Where did activity occur</li> <li>• How many people involved</li> <li>• How many vehicles involved</li> </ul>	<ul style="list-style-type: none"> <li>• What type of activity</li> <li>• Describe what you saw</li> <li>• Provide pictures if you took any</li> </ul>
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Report to: **POLICE DESK**  
Phone No.: **827-4345**

**Organized team or lone wolf, foreign or home-grown, targeting many places or just one, using available technology or weapons made with their own hands—the fluid, obscure nature of the terrorist threat demands that we know what to look for and where to look. Familiarize yourself with indicators of suspicious activity and be ready to report such activity to proper authorities.**

**Always Ready, Always Alert**  
*Because someone is depending on you*



## Facility Managers are on the Energy Team

By Steven Johnson  
Energy Awareness Coordinator

Energy management, and reducing energy consumption is becoming more and more important to the US Government, the Army, and Sierra Army Depot. Our energy consumption is tracked by our “energy intensity”. Energy Intensity is simply Btus (of energy) per square foot (of facility). Reducing our energy intensity isn’t optional; it is required by both law and Army directives. Since SIAD has been designated a Net Zero Energy Installation, energy reductions are of great importance.

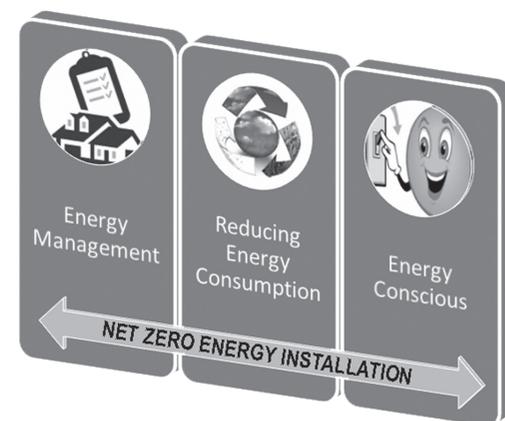
While some energy reduction will be accomplished by upgrades in our infrastructure, upgrades will only get us part of the way there. Another big piece of reducing energy is for everyone to be energy conscious. That is why we need everyone at SIAD, from the Commander down, to be a part of the Energy Management Team, and Facility Managers (FMs) will be key members of the team.

Who better to manage a facility’s energy than the FM, right? A FM is on site, knows their facility, and is usually mission driven. “Mission Driven” matters because energy conservation done right will enhance the mission, not compromise it. Don’t worry FMs; we know you need a plan before you can take action.

The Directorate of Base Support is developing a Facility Managers Handbook right now, and FMs will be trained in its use. The handbook will cover FM responsibilities, and contain valuable information, like procedures for emergency service calls, key controls, and real prop-

erty space management. The FM handbook will also cover energy management and have a Facility Managers Energy Checklist. A facility manager will be able to reduce our energy consumption simply by following the checklist.

For instance, one of our biggest energy wastes at SIAD is when the inside lights are left on and the building is unoccupied. Night audits have noted that the interior lights of some



warehouses are left on all night and on weekends when only a day shift works in that facility.

A good FM will be able to cut waste just by following the checklist. If you don’t believe me, try this at home; turn on all of the lights in your house, and leave them on for month. Then compare your electric bill with the previous months. I guarantee that if you are paying that bill you will start turning off the lights when you leave a room (and making your kids to do the same).

Energy Management is too big a task for a depot energy manager to accomplish alone. It will take teamwork. Facility Managers will play a big role in reducing SIADs energy consumption, and I am looking forward to having them as active players on the Net Zero Energy Team.



## CYS (From Page 4)

we got to eat s’mores and play Freeze Dance,” said SAS youth Arelius Bownes. We did not escape the summer without a few minor bumps and bruises, but overall we had a GREAT time!

Thank you to all of the parents and families who supported us these last few months, we wouldn’t

have had such a successful season if it weren’t for you! CYSS staff is busy preparing for the new school year, and we look forward to sharing it with you!

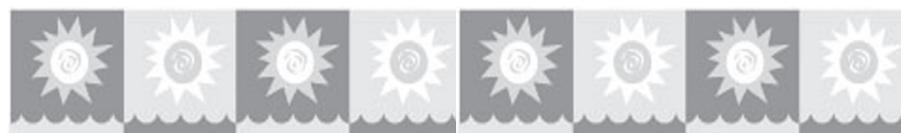
The Child Development Center wishes to congratulate a few of our Preschool members as they enter their first year of Kindergarten! Ava Bowen, Ebony Brown, Jenifer Clark

and Cameron Child, we know you guys will do great!

CDC Staff will be working very diligently for the next few months as we prepare for our National Association for the Education of Young Children (NAEYC) Accreditation visit scheduled early 2012. The NAEYC accreditation process sets and monitors standards for high-

quality early childhood education programs.

Just a reminder for waitlist parents: please do not forget to check in on a monthly basis to renew your interest in a childcare spot. If you are interested in full day childcare, please contact the CDC at 827-5313 or Parent Central at 827-4696.



## AMC (From Page 4)

from military service with an honorable discharge and at least a 30 percent disability rating.

The veterans who were once Soldiers, Airmen, Sailors or Marines who became disabled while serving, can work at any of AMC's organizations throughout the country and now have the same opportunity anywhere NAVSEA has a presence.

"We have a database that we maintain and there is an application form that the veteran is expected to fill out and they fill that out and return it to us with their DD214, their veteran's affairs disability rating, and their resume," Debra Coleman, the AAS program manager and program participant said.

"We put that [information] in our database. We have points of contact at all of our major subordinate commands and they have access to this database, so when we have veterans that are added to this database they are automatically notified if they are looking for positions in their agencies," Coleman continued.

"Working with the Navy partnership is going to enable us to fill positions where the Navy is located, and we can also place their veterans into our vacancies," Coleman said.

Like the AAS program the NAVSEA's Wounded Warrior Program seeks to arm experienced former service men and women with the education and training to expand its workforce and offers a stable job with the top health, educational and retirement benefits of the federal government.

NAVSEA needs engineers, scientists, technicians and managers to join its team of more than 58,000 at 38 activities located around the country and overseas. NAVSEA offers Wounded Warriors internships, apprenticeships, employment and educational counseling with vacancies offering temporary and

permanent employment opportunities at the NAVSEA headquarters in Washington, D.C., and at NAVSEA activities throughout the country.

Kenneth Hessler, special assistant to the commanding general within the CG's initiatives group and AAS program participant highly recommends the program.

"I filled out an online application, submitted my resume to the G1 point of contact, for the AAS program and conducted an informal discussion to really discuss where I would be of most benefit if I was brought onboard with AMC and she came back with a couple of options after doing some analysis with her team," he said.

"I applied for those positions as I normally would if you weren't in the AAS program. Basically having the Always a Soldier program behind me when I applied for those positions gave me a little bit of extra visibility to managers and the hiring officials. So with that extra visibility within three weeks of applying for the AAS program I was doing a job interview. That's incredibly fast," Hessler continued.

"It's a win-win for both the employer and the employee," Coleman said.

AMC's senior enlisted Soldier, with nearly 40 years of service agrees.

"Here's how you can help. Every hiring official, every recommender, every time you consider someone for a vacancy or opportunity, please consider a veteran," Command Sergeant Mellinger Jeffrey J. Mellinger, AMC's command sergeant major said.

"They bring something an average civilian on the street does not like: work ethic, loyalty, trust. You can't buy that anywhere," Mellinger said.

For more information about the program visit: [www.amc.army.mil/AlwaysASoldier](http://www.amc.army.mil/AlwaysASoldier).



## LEAN into my CORNER

Customer service. This is a point that we place too little emphasis on here at Sierra and I believe that we are making a mistake. Customer service is key to everything we do, whether we choose to acknowledge that fact or not.

Whenever I talk about customer service from this perspective, I inevitably hear something to the effect that "we don't really have customers, at least none that we deal with directly." In a strict sense, this is true—but only for some people. In a broader sense, it's just wrong. Customers are not just those people that IBO deals with.

We all have customers. I recently needed to turn a vehicle into the motor pool for regularly-scheduled service. In that instance, I was a customer. Another example: I received a request a few days ago for information that was required on very short notice. The requestor—though technically a fellow manager—was my customer. I was providing a service that they were requesting. The point is that we are all involved in situations every day in which we are providing information or services to other employees or managers (customers). In fact, in a lot of cases, our entire job involves dealing with the needs of customers. It's just that we don't necessarily see them that way.

What is the point of any of this? I often hear fellow employees complain about the attitudes and shortcomings of others who work on the depot. I submit that if we all began to see and treat each other as customers, we would be more successful in our day-to-day interactions. Of course, this only works if we adopt a customer service mindset.

When I was in college, I worked for a prominent retail outlet that took



William Deming

pride in excellent customer service. Early in my tenure, a customer came in to return a multi-colored rugby jersey that was prominently labeled "Do not use bleach." Clearly, the customer had disregarded this instruction because the shirt—which was actually dripping wet—smelled strongly of beach. The customer became somewhat upset when I pointed this out, so I called my manager. My manager apologized to the customer and promptly refunded her money. The point is that in spite of the customer's clear disregard of the store's return policy, my manager believed it was more important to keep the customer happy. This is a lesson we could apply in many of our dealings. It is often (though certainly not always) more important to please a customer than to be "right."

What I'm trying to get at here is that to the extent that we begin to view our co-workers as customers and accordingly adopt a customer-service attitude, our personal interactions will improve. Think about it from the other end of the transaction. Would you rather be treated like a customer or like an unwelcome interruption? To me, the answer is obvious. It requires a small change in our approach to business but it's an easy change, and the results are almost certain to improve the work environment for everyone.

## Why hand protection is so important

Take a moment to hold your hands out in front of you. Look at them. They are the only two hands you will ever have.



It has been estimated that almost 20% of all disabling accidents on the job involve the hands. Without your fingers or hands, your ability to work would be greatly reduced.

Human hands are unique. No other creature in the world has hands that can grasp, hold, move, and manipulate objects like human hands. They are one of your greatest assets. And, as such, must be protected and cared for.

# Antiterrorism Awareness Month

## STAND-TO! Edition

### What is it?

The Army's antiterrorism (AT) program protects personnel, information, property, and facilities in all locations and situations against terrorist activities. To prepare for long-term success the Army must embed AT awareness, training, leader development, and education across the force. That level of awareness and vigilance is our most certain defense against terrorist attack.

### Why is it important to the Army?

Antiterrorism awareness empowers the entire Army (units, leaders, Soldiers, DA civilians, families, and contractors) to take prevention measures and serve as "sensors" which extend the overall protection posture of the force. This year AT awareness month focuses on high priority areas such as AT doctrinal principles (supporting the fourth quarter fiscal year 2011 (4QFY11) theme), suspicious activity reporting, integrating AT into the operations process, and active shooter response.

### What is the Army doing?

Some of the Army's most significant AT initiatives for FY2011 include continued implementation of iWATCH Army, development of AT doctrine, and the execution of the second annual

AT Awareness Month.

iWATCH Army: iWATCH Army is a nationwide modern version of the neighborhood watch program focused on the threat of terrorist activity. iWATCH Army is designed to heighten public awareness to the indicators of terrorist activity and encourage reporting of suspicious activity to Military Police or local law enforcement for investigation.

Field Manual 3-37.2 (Antiterrorism): published in February 2011, this manual provides AT doctrinal guidance, establishes AT principles, and integrates AT into the operations process.

Antiterrorism Awareness Month: The purpose of AT Awareness Month is to instill Army-wide heightened awareness and vigilance to prevent and protect Army critical resources from acts of terrorism. In support of AT awareness month and other initiatives, the Department of the Army, Office of the Provost Marshal General (OPMG) developed numerous AT products and tools to support the field. These products are available on the Army OPMG Antiterrorism Enterprise Portal (on AKO). The OPMG (AT Branch) will establish an AT information booth in the Pentagon from August 1-3, 2011, while Army commands will establish their own ways of observing AT Awareness Month.

## Soldiers to begin 2012 with nine-month deployments

By Rob McIlvaine

ARLINGTON, Va. (Army News Service, August 5, 2011) -- Beginning Jan. 1, deploying Soldiers will go for nine months, meaning more time at home with their families.

Secretary of the Army John McHugh signed a directive instituting a nine-month "boots on the ground" policy for deployed Soldiers, providing more "dwell" time at home for Soldiers and families.

"Implementation of this change is based on the projected demand for Army forces, and remains contingent on global security conditions and combatant commanders' requirements," said Lt. Col. Peggy Kageleiry, an Army spokesperson.

Corps units and above, and individual augmentee deployments will remain at 12-month deployments.

The goal for the corps units is to eventually get to nine-month deployments.

Most augmentees -- those with particular skills or those in low density skill sets and grades -- will remain on 12-month deployments.

This change in policy, to be fully implemented by April 1, will affect Soldiers in all named operations, including Operation Enduring Freedom in Afghanistan, Operation Noble Guardian in Kosovo, and Multi-National Forces Sinai in Egypt.

Reserve and National Guard unit tour lengths will be the same as active duty -- nine months. In

their case, though, deployment and mobilization are two different issues. Even though these units may still be mobilized for 12 or more months, they will only spend nine months of that mobilization deployed.

It is clear to Army senior leadership that there are still issues tied to Guard and Reserve Forces that will need to be worked out, said Kageleiry.

Soldiers deploying under the change in policy will not be granted environmental morale leave -- known as R&R; but commanders will retain the option of granting emergency leave and leave for special circumstances, according to Army regulations and local policy.

"This policy will enhance operational success by reducing the friction that comes with having 10 percent of a commander's personnel being away on leave in the middle of a deployment," Kageleiry said.

"Operational continuity is enhanced and risk to the individual Soldier is reduced by not having to move a warrior around on the battlefield to go on leave," she said.

Also, Kageleiry said, the reduced deployment length could potentially improve Soldier and family quality of life while continuing to meet operational requirements, and is an important step in sustaining the all-volunteer force.

The goal of the policy is to reduce the amount of time Soldiers are deployed and provide more  
**See SOLDIERS on Page 8**

**iWATCH ARMY**

**iREPORT** **i KEEP US SAFE**

**A Simple Observation  
A Single Report can lead to actions that may STOP a terrorist attack**

**THINK ABOUT THE POWER OF THAT. THE POWER OF iWATCH.**

**See Something Say Something**

Always Ready, Always Alert  
Because someone is depending on you

<https://www.us.army.mil/suite/page/605757>



## Army Suggestion Program

*A Win-Win situation for SIAD and YOU*

You do the work and you know your job. You probably have ideas on how to make your job safer, easier, more productive or more efficient. If you do, you might consider submitting your ideas to the Army Suggestion Program.

It is a win-win situation for everybody. For the suggester, he or she can receive recognition and a monetary award. For the Depot, it can help to produce goods and services at a lower cost, meet production schedules, satisfy the Army customer, and promote more business.

So far in FY11 we have had 28 suggestions submitted, eight of them have been adopted and implemented. The personnel involved were awarded over \$5,000.00 this year!

Several personnel who submitted suggestions that were deemed to have had intangible or safety benefits only still received a monetary award for their ideas.

Your ideas are needed, no matter how big or small. If you have a way to make any operation more efficient, safer or easier to do, we want to hear from you.

You can submit it on the online via the SIAD intranet, just click on the ASP icon at the bottom or go to the Army Suggestion Program at <https://armysuggestions.army.mil>. If you or your group need training or assistance of any kind, contact the Army Suggestion Office, at 827-5194.

## SOLDIERS (From Page 7)

time for them to spend with their families, depending on the needs of the combatant commander and the potential of decrease operations. Units deployed before the policy takes effect, January 2012, will continue to have 12 month deployments.

Currently, deployment has been 12 months with a goal of 24 months at home.

However, the Army will continue to review how to increase the amount of time Soldiers spend at home depending on the amount of time they are deployed.

"We are constantly analyzing all range of policies to address the issues of the mission, Soldiers, and Families. We believe that the current operational environment allows us to adjust the deployment policy in a way that meets all mission requirements and better serve our Soldiers and Families," Kageleiry said.



## TOUR (From Page 1)

receiving area (physically inspect each item for proper identification and classification) to verify nomenclature, condition code, unit of issue, quantity, and NSN – with the associated AWRDS data. If all the information matches, Sierra will then bring each item to record in their NS-E specific Property Book Unit Supply Enhanced (PBUSE) system – using an automated (or manual) data feed between AWRDS and PBUSE. Any mismatches will generate a supply discrepancy report (SDR), or a transportation discrepancy report (TDR) back to the shipping activity.

Sierra serves as an Expeditionary Logistics Center that provides the full range of logistics support for the defenders of our Nation through: Long-term sustainment storage; Maintenance; Care of Supplies in Storage; Equipment Reset; and Container Management while embracing the Army values. They serve as our Strategic Power Projection Platform providing logistics support for asset receipt, classification, management, storage, distribution, maintenance, assembly & containerization, and the rapid worldwide shipment of material in support of the war fighter.

## Employees complete crane, signal and rigging training

By Michael Winters  
Storage and Distribution Div.

In June, 18 employees within the Asset Management Directorate and Base Support Directorate received certification after two weeks of intense training for operating of cranes and rigging/signal person here at Sierra Army Depot.

A certified instructor through the National Commission for the Certification of Crane Operators (NCCCO), Mr. John Augustine owner of Sylvan Enterprises, was brought in to conduct the training.

This training was mandatory since effective June 1, 2005, the California OSHA, Section 5006.1 Certification of Crane Operators - Enforcement Instruction required operators of mobile and tower cranes to be certified by an accredited certifying agency.

The training was split into two separate courses. Eight employees received training and certification as crane operators, while the remaining ten were trained and certified as rigging and signal persons.

Practical exams for crane operators were set up in a parking lot and consisted of a Zig Zag course, hand signals, placing the headache ball in a 55-gallon drum without knocking the drum over or moving the barrel more than 2 inches, and maneuvering a test weight through the Zig Zag course, that consists of tennis balls placed on poles. The operators had to negotiate the course without knocking the tennis balls off of the poles, or moving the base of the pole off line.

This required great eye hand coordination by the operator to move the test weight through the corridor, booming up, while swinging, while hoisting down, all at the same time, and then doing all of this in reverse.

This is a very difficult task, and makes the operators much safer in daily operations, because of the many levers that have to be set in motion simultaneously.

As part of this process, employees were required to take a physical examination, a substance abuse test, a written examination, and a hands-on examination before certification was granted to a crane operator.

Prior to receiving their certification as a signal person, individuals

had to pass a written examination consisting of 60 multiple-choice questions, and were allowed 60 minutes to complete the examination. The Signal person practical examination requires the candidate to demonstrate proficiency in giving both hand and voice commands. In order for employees to be certified, they needed to pass the written and practical examination. Signal person certification is valid for five years.

A Rigger is someone that specializes in the handling and moving of extremely large and heavy objects. After the two-week training phase, employees had to complete a written examination and successfully complete a practical examination. During the practical examination, employees had to demonstrate their ability and knowledge on how to inspect rigging before use; identified and attached rigging with basic knowledge of hitch configurations, capacities, and knots; recognized associated hazards; and various signal operations prior to receiving their certification.

The National Commission for Certifying Agencies (NCCA) was selected by the advisory committee as the agency to accredit certifying entities because of its experience with the certification process in connection with a variety of other entities and the desire to maintain a high standard for crane operator certification. The NCCA is an independent third party organization that has established rules and procedures for the development and administra-

tion of examinations.

Sierra Army Depot Crane operators have been NCCCO certified since 2006.

Sierra Army Depot serves as an Expeditionary Logistics Center that provides the full range of logistics support for the defenders of our Nation through: Long-term sustainment storage; Maintenance; Care of Supplies in Storage; Equipment Reset; and Container Management while embracing the Army values. Missions include Equipment Reset, new assembly & kitting operations, training support, maintaining of Medical readiness stock and other Operational Project stocks, a redistribution mission for Class II and IX items and have established an End-of-First Life Cycle Center for excess combat vehicles.

Sierra has been designated as the Army's consolidated and distribution center for the Clothing Management Office (CMO), supporting Brigade-level Organizational Clothing & Individual Equipment (OCIE) RESET Operations. Sierra also performs similar-type functions on clothing to receive, identify, classify and bring to record new OCIE directly from Defense Logistics Agency (DLA), "excess" OCIE from Clothing and Issue Facility (CIF's) as well as returned items from SWA (e.g., posts/camps/stations). SIAD embraces continuous improvement, has Private-Public Partners and provides critical life cycle management support for equipment and supplies.



Employees maneuver a test weight through a zig zig course as a part of the testing process to be a certified crane operator.