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What's Happening

at Letterkenny Army Depot



VOLUME 3



STAND-DOWNS GARNER STAND-OUT RESULTS

By Dorie Heyer

The Directorate of Product Assurance and the Directorate of Industrial Operations are engaging in consistent collaboration to ensure compliance to the AS9100D/AS9110C Quality Management Systems. In order to maintain compliance, DPA personnel conduct regular stand-downs with DIO employees to evaluate current processes for alignment to AS9100D and AS9100C QMSs.

The quality stand-downs begin with leadership training to ensure they can enforce the standards throughout the directorate. The bulk of the stand-down consists of quality assurance specialists and quality control inspectors going on-site to the DIO shops to observe actions and help answer questions concerning the certification requirements and implementation methods.

“With these certifications, there were some major changes with how we manage Foreign Object Damage or Debris, how we manage tools and tag and trace our parts and scrap control,” said Tyler Crotsley, director of Product Assurance at LEAD. “These stand-downs are focused on these changes so that we can ensure compliance moving forward.”

Although the methods addressed during the stand-downs will become an integral part of the depot's routine procedures, the main objective is to drive awareness and provide DIO personnel with the opportunity to recognize areas that need special attention moving forward.

Depot Highlights

Cold spray technology enhances depot capabilities

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P2P at 99%

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April 22 is Earth Day

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April is the Month of the Military Child

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Eye on AMC

—
AMCOM IOI for Missiles focuses on sustainment implications, readiness reporting

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"We're starting the stand-down focus areas on the items addressed during our initial audit for the certifications," Crotsley said. "As we improve all of those areas, the stand-downs will continue but with the goal of keeping new processes in the forefront of their mind to execute on a daily basis."

Letterkenny Army Depot attained AS9100D/AS9110C certifications in November 2021. AS9100D is the most recent standard for organizations designing, developing, or providing aviation, space and defense products and services, including parts, components, and assemblies. AS9110 is the standard for aviation maintenance activities and is based on AS9100 but adds specific requirements critical for commercial, private, and military aircraft maintenance.

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EMPLOYEE SPOTLIGHT: MAJ ALEXANDRA DECARLO

By Meghan Sharpe

Maj. Alexandra DeCarlo was commissioned into the Army out of Temple University in 2010. At LEAD, she serves as the analyst for the Force Sustainment Branch, handling finances; the personnel force innovation coordinator, carrying out administrative duties for all the Soldiers on the depot; and the sexual assault response coordinator, managing the Sexual Harassment/Assault Response and Prevention program. "I had already been in the Army when I moved to the area. I had heard people talk about Letterkenny, but I didn't know exactly what they did," DeCarlo remarked. "Once I got here, I realized what history Letterkenny had and our work's huge impact over the last 80 years. It's really cool to be a part of an organization like that."



A Message from the Commander

Right off of Interstate 81 sits Letterkenny Army Depot, the second-largest employer in Franklin County and, from a biased perspective, the best place to work in Chambersburg, Pennsylvania. The Depot has been employing folks that live in around the area for the last 80 years, and in recognition of Women's History Month, I'd be remiss if I failed to showcase the talents of our diverse workforce. Over the past eight decades, female employees have made significant contributions and have helped underwrite the readiness of our Depot. During World War II, when most of the male population was deployed to diverse theaters of operation, women stood up and immediately closed the gap in workload.

Their unrivaled efforts helped Letterkenny support the United States as it outpaced the Axis powers in production and distribution, ensuring our military had everything required for success. Today, almost 20% of the Letterkenny Army Depot workforce are women who, like 80 years ago, remain significant contributors to our success. Letterkenny Army Depot remains committed to our mission, to the community and to our workforce. The men and women of Letterkenny will always remain the Depot's most invaluable resource.



MEET THE TEAM

DST Help Desk

When encountered with problems, the Directorate of Supply and Transportation team continually turns to innovation. The group recently developed a Plant 2202 Supply Maintenance Activity help desk to create a more efficient and timely process for inventory issues.

The new help desk, implemented in mid-March, consists of three supply technicians, Anissa Glunt, Dawn Reichert and Wendy Vanhouten. It

provides a centralized location that houses and resolves all customer inventory problems. The team also has access to old closed tickets, informing future training approaches and driving solutions for future tickets.

"The help desk team will receive a variety of tickets requesting assistance to resolve inventory discrepancies, overages, shortages, serial number issues, late deliveries, inventory verification, LMP transaction issues and cancellation of delivery orders," Linda Martin, general supply specialist in DS&T, said.

Some critical benefits of this innovative help desk include increasing response times, improving communication, expanding tracking capabilities and increasing knowledge share, ultimately benefitting the customer.

"In the past, customers had to make phone calls or send emails to various individuals to resolve issues," Martin explained. "However, this help desk provides a means for customers to identify any type of inventory issue and receive a resolution quickly. When the team resolves a help desk ticket, our customers will receive a notification of how the ticket was researched and the final resolution."



When DS&T found gaps within the processes used to solve these supply and transportation issues, they recognized that standardizing processes solves them. Several years ago, DS&T successfully streamlined another plant through a similar initiative, Plant 2201 Depot Maintenance Activity. They are anticipating similar results for Plant 2202.

"The mission of DS&T is to provide superior service and timely deliveries to support depot maintenance operations. The information we will obtain through the help desk is vital to track our performance and help our directorate continue improving our superior service to our customers and the depot," Martin said.