FISC Yokosuka Personal Property Office ranked "best"

Story by Blake Vives, CFAY Public Affairs

A recent Department of Defense (DoD) survey ranked the U.S. Fleet and Industrial Supply Center (FISC) Yokosuka Personal Property Office number one for customer service.

"These results are the customers telling us directly that we are giving them quality service," said FISC Yokosuka Regional Services Department Director Lt. Cmdr. Karen Little. "This doesn't mean we can rest on our laurels now; it means this is our quality baseline in customer satisfaction that we will strive to maintain and improve."

The survey included customers who moved to or from Yokosuka using the newly activated computer-based Defense Personal Property System (DPS or www.move.mil) and chose to participate in the customer satisfaction survey.

"Receiving the best scores for customer satisfaction means we have done a pretty good job of briefing our customers and giving quality service on our end of their move," said FISC Yokosuka Personal Property Office Director Herb Elam.

Customers who participated in the DPS survey gave an average satisfaction rating of over 90 percent to describe the service they received from the FISC Yokosuka Personal Property Office. The second ranked personal property office, according to the survey, received an average customer satisfaction rating of 87 percent.

(Left) FISC Yokosuka Personal Property Office Transportation Technician John Ganley speaks with customers Rie Carr and ICC Larry Carr about their inbound household goods Jan. 12. The FISC Yokosuka Personal Property Office was recently ranked number one in a DoD customer satisfaction survey involving DPS move customers.

Photo by Kazuyuki Takagi

The most recent issue of the Personal Property Shipping Office Newsletter, a quarterly trade journal, stated: "The customer satisfaction survey is a critical component of the Defense Personal Property Program; for the program to work effectively service members must participate in the survey."

If a customer does not automatically take a survey upon completion of their move they will be sent an e-mail encouraging them to do so.

"We give them a brochure with instructions and ask customers, when their move is complete, to do the survey because it is that important," said Elam. "What the survey does is grade the origin personal property office, the transportation service provider and the destination personal property office with around eleven questions and that is where the customer satisfaction scores from the survey are derived from."

The DPS customer satisfaction survey is even used to determine if a transportation service provider, or mover, will receive DoD business in the future.

"The transportation service provider will also receive scores based on the surveys and if they do not reach a certain cumulative satisfaction rating they are suspended for a period of time," said Elam.

Customers, who use the DPS, or www.move.mil, will independently complete all of their paperwork and complete online self-counseling but they must go to the personal property office to sign final paperwork.

Elam says the FISC Yokosuka "proactive approach" is vital to providing successful customer service for customers.

"When they come into the office, we know this is our opportunity to provide the best customer service that we can," said Elam. "We make sure they understand the process, that everything is in order and we pay special attention to first time movers.

"We let customers know they can always reach us on the phone," said Elam. "We tell them to contact us immediately if something happens so we can take steps to correct the issue and dispatch a quality inspector out to them."

The FISC Yokosuka Personal Property Office outbound division number is 243-7061 and the inbound division number is 243-5426.

"The biggest thing we want to impart to the customer is that it is their move," said Elam. "They need to become knowledgeable about their rights and responsibilities and what they are entitled to; we do our best to give that information to them."

FISC supplies SRF-JRMC, keeps 7th Fleet operationally ready

Story by Blake Vives, CFAY Public Affairs

A sense of excitement and urgency permeates the U.S. Fleet and Industrial Supply Center (FISC) Yokosuka Industrial Support Department as its employees work to supply Ship Repair Facility-Japan Regional Maintenance Center (SRF-JRMC).

"Our work is demanding, as we serve two masters: the commanding officer of FISC and the commanding officer of SRF-JRMC," said FISC Industrial Support Department Director Lt. Cmdr. Chuck Neu. "The sheer volume of material that we process is awe-inspiring, averaging 70,000 line items valued at $180 million annually. This underscores the importance of what we do and the high level of attention to detail that is present in each employee."

Providing the materials to repair and maintain the forward-deployed naval forces, support tugs, barges and any transiting 7th Fleet surface or subsurface vessels keeps everyone at the FISC Yokosuka Industrial Support Department on the move.

"The best part of my job is that it is high paced; there are a lot of last minute requirements and high tempo operations because of emergent repairs: possibly a ship has broken down or an emergent condition was discovered during maintenance availability," said Neu. "With this job, no two days are the same."

The feeling of urgency might be linked to the fact that all material requirements for SRF-JRMC, which are necessary to repair ships on the waterfront, are ordered, expedited, warehoused and delivered by the FISC Yokosuka Industrial Support Department.

"A vital part [of providing material to successfully repair ships] is knowing exactly where the material is coming from, where it is now, when it will arrive, when it can be received, processed and put in a mechanic's hands to fix the ship," said Neu.

The diverse workforce of the Industrial Support Department realizes the importance of this mission.

"The teams we have in place in Yokosuka and Sasebo are comprised of USCS (U.S. Civil Service employees), American contractors, Japanese national Master Labor Contractors and active duty military employees," said Neu. "I have been continually impressed with how information flows, how employees are dedicated to the mission and how motivated they are to keep the 7th Fleet operationally ready."

Physical Distribution Specialist Chito de Leon is responsible for four warehouses with more than 16,000 stock items.

"It's an exciting job, especially having an ethnically diverse workforce. Speaking Japanese alone makes it exciting," said de Leon. "The culture here is wonderful and the team I work with is super."

Leading Chief Petty Officer Chief Logistics Specialist (SW/AW) Teddy Murao also enjoys the culturally diverse atmosphere of his job. "I come into work in the morning and I say, '*Ohayo gozaimasu*'," said Murao. "I work with a lot of Master Labor Contract employees and they are very good at what they do; they know their job and they do it well."

Depot Level Repairable (DLR) Manager Logistics Specialist 2nd Class (SW) Yaminah Floyd looks forward to problem solving and saving the Navy money. "Sometimes shops turn in the wrong part to be repaired. This happens through no fault of the shops but it still creates a challenge and can obviously cost a lot of money," he said. "I enjoy doing the research, finding the right part and getting the situation straight."

Floyd was recently recognized by the commanding officer of SRF-JRMC with a Navy Achievement Medal for closing out fiscal year 2009 without incurring any DLR turn-in charges. "This is a notable accomplishment considering Floyd processed 1,568 DLR transactions valued at $5.7 million," said Neu.

Floyd acknowledges that supporting SRF-JRMC is one important key to the success of the overall mission of the forward-deployed naval forces.

"Our job is vital to the Navy and FISC because we support the fleet and make sure that SRF-JRMC has the parts it needs to repair the ships so they can get underway," said Floyd. "Out here, forward-deployed ships have to be ready all of the time. The best part of my job is the people I work with; we make sure we get our job done and we have a good time doing it."

Murao finds even the challenging parts of his job at the Industrial Support Department rewarding.

"The most challenging part of my job is being called in unexpectedly on the weekend. I have to come in because it is very critical for a ship to get underway; if it doesn't receive the part it needs then it can't deploy. That's the reason our job here is very important," said Murao. "I feel great because I can say that the mission was accomplished because of my support."

FISC Yokosuka DLR Manager LS2 (SW) Yaminah Floyd verifies receipt of the correct DLR ship part. FISC supplies SRF-JRMC with the materials needed to repair and maintain the forward-deployed naval forces, support tugs, barges and any transiting 7th Fleet surface or subsurface vessels.

Photo by Kazuyuki Takagi

For Neu, working at the Industrial Support Department is about satisfying his passion for ships. "The mission of directly supporting the ships is why I am so excited about this job. It's why I joined the Navy; I like ships. So, it's a privilege to work with my team and the maintenance teams here at SRF-JRMC to make sure those ships sail safe and sail ready," he said.

Neu believes the eagerness of his employees to accomplish their mission is the key to their success. "The entire Industrial Support Department is 100 percent committed to supporting the SRF-JRMC mission of keeping the 7th Fleet operationally ready," said Neu. "They each have an untiring work ethic and I am looking forward to two more years in this challenging billet."