



SDDDC

Military Surface
Deployment and
Distribution
Command

Pacific Personal Property Workshop

Update from SDDC

on

Defense Personal Property Program



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Agenda

- Peak Season (Challenge & Response)
- Customer Satisfaction Survey
- Latest from SDDC
- What's Next?



Peak Season 2010

– Challenge

- DTR Part IV still not universally understood
- Capacity is an issue every peak season
- Shipment distribution overwhelmed some TSPs
- DP3 processes need clarification and standardization
- Customer expectation management



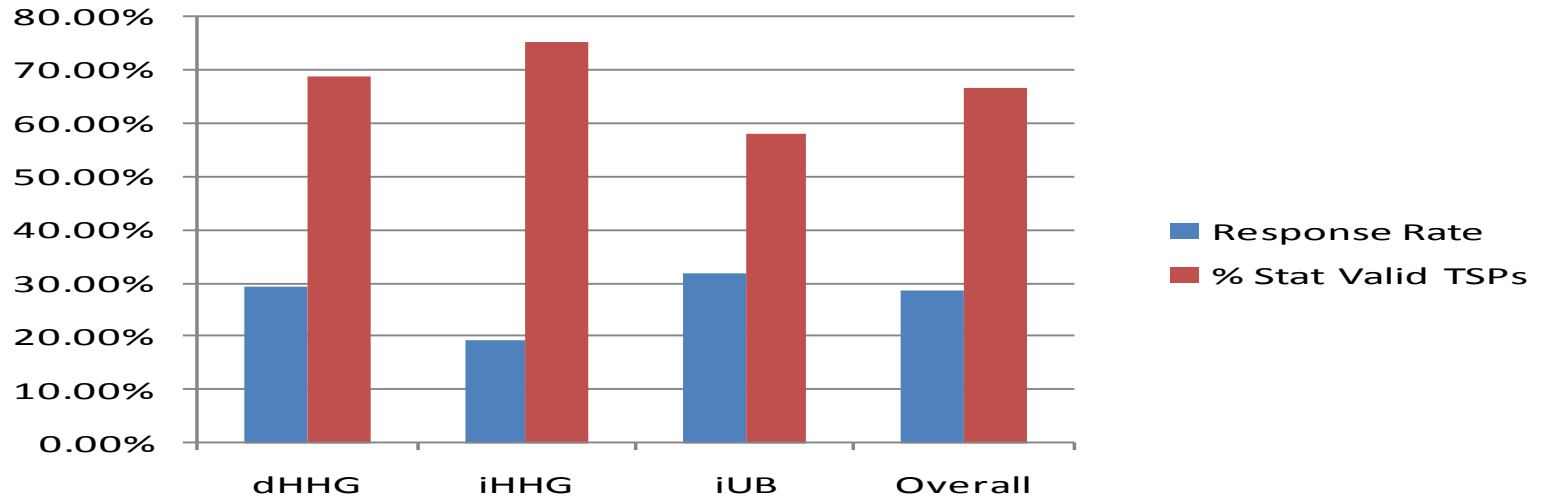
Peak Season

– Response:

- Education & training
 - SAVs, Webinars, “News U Can Use”, telecons, forums, etc.
- Risk mitigation strategies
 - Blackout granularity, electronic agreements, standardization, SIT at origin
- Mathematical modeling
 - What is near-optimal? 3,2,1,1 / 2,2,1,1 / other mix
- Better-defined business rules
 - Work specifically with PPSOs/PPPOs/TSPs for consistency
- Agent/PPSO connection still key ingredient
 - Agent capacity...be flexible



CSS Return Rate By Market



Performance Period Starting 1 Aug 2010

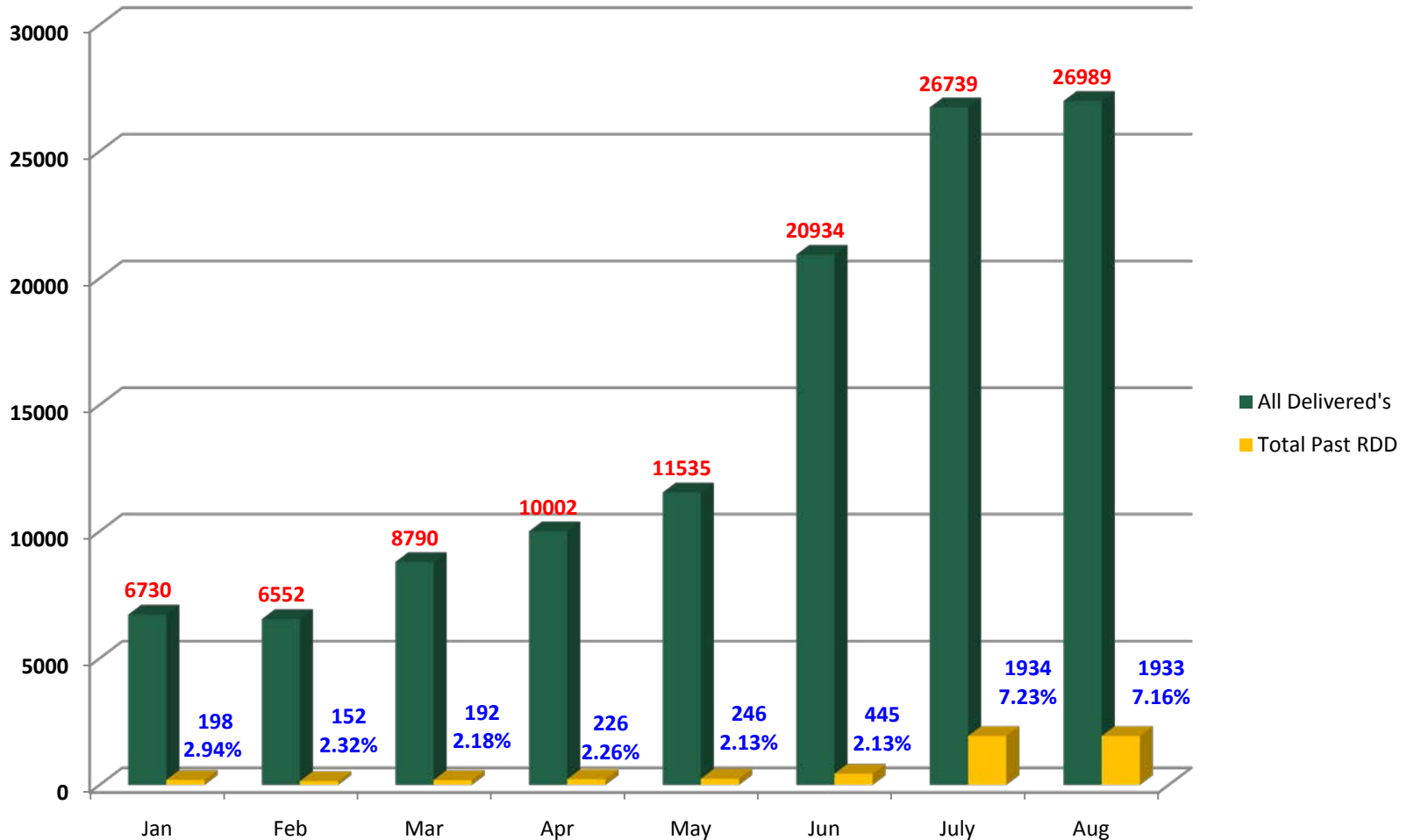
Market	Response Rate	% Stat Valid TSPs
dHHG	29.24%	68.84%
iHHG	19.14%	75.27%
iUB	31.77%	58.18%
Overall	28.50%	66.73%

Note: The data used in the above analysis only reflects qualified TSPs with DP3 rates on file.



2010

Shipments Delivered or Entering SIT past the RDD



Latest From SDDC

- Completing last round of TOPS rate filing
- TSP Qualifications
 - 2010 Financial process rewrite
- Open Season
- Strategic Communication Plan
 - Newsletters
 - Social Media
 - Forums



What's Next?

- Back-to-Basics approach
 - Study the playbook (DTR, DP3 Business Rules)
 - Practice Drills (education, training, development)
 - Execute on the field (customer satisfaction)
- Finalized responses to Federal Register Notice comments on Increment III
 - Complete a/o 30 Sep 10
- Personal Property Forum 3-4 Nov 10 (O'Fallon, IL)
- SDDC Symposium 4-7 Apr 11 (Dallas, TX)



Questions?

