

# Team Charleston wins CSAF, DoD excellence award

Two teams from Charleston Air Force were recently named as the best of the best during a presentation at the 1999 Chief of Staff Team Excellence Award competition at the annual Air Force Association convention Sept. 14 in Washington, D.C.

Both Charleston teams, the only teams to represent Air Mobility Command, consisted of the Janus database team, which received a "best practice" award. The Due-in-From Flight Maintenance, or DIFM team, had so dramatically improved procedures for aircraft parts management that they were one of only two teams selected to be the Air Force winners of the Secretary of Defense Team Excellence Award.

Air Force Chief of Staff Gen. Michael E. Ryan awarded the five winners of the 1999 Chief of Staff Team Excellence Award at the convention and said, "Every member is a winner and every team is a winner."

"It's very clear to me in every case I saw today as I visited (the teams) that their improvements directly impact their core competencies and mission-essential tasks."

Charleston's Due In From Maintenance Action Workout Team, 637th Aircraft Generation Squadron, was singled out. This action workout team significantly reduced C-17 aircraft parts repair times from an average of 25 days to the Air Mobility Command standard of four days. The team pinpointed problem areas and streamlined its processes to reduce average repair cycle days by 49 percent and manpower by five people.

"Obviously, I am excited that the team's efforts were recognized, but the real success story here is, the dramatic improvements demonstrated when the power to make changes are given to those individuals closest to the process," said Capt. David Lincoln, 437th Medical Group and a DIFM team member.

As a result of this team's efforts, parts are now repaired and

made more readily available to provide mission-ready aircraft, substantially impacting the ability of the wing to meet mission requirements. Their actions represent a projected annual saving of \$200,000.

"I watched both teams work very hard in preparing for their competition in Washington D.C. I am proud to have worked with such outstanding people. This is the third consecutive year that the 637 AGS has competed for the Chief of Staff award and I am very pleased to have had the opportunity to go with both teams this year," said Staff Sgt. Monica Herring, 437th AGS quality advisor.

"I am especially proud of the men and women of the 637th AGS and their being the only two teams to represent the command and then both teams coming away with recognition from the annual competition. It is a testament to their efforts to improve upon what we have," said Maj. Dennis Daley, 637th AGS commander. "General Robertson was quoted as saying that he was especially proud of the men and women from the 637 AGS for their contributions to Kosovo and airlift."

Daley also added that the grading criteria for future competitions will be changed to accurately reflect the impact of these innovations on mission accomplishment. He said the CSAF liked the teams focus on impact to the mission.

Other winners were the Self-Inspection Tracking System Team, 917th Logistics Group, Barksdale AFB, La.; Supply and Transportation Re-engineering Concept Team, 20th Fighter Wing, Shaw AFB, S.C.; Family Helping Families, 15th Air Base Wing, Hickam AFB, Hawaii; and the Aerospace Ground Equipment Emission Reduction Initiative Team, 452nd Air Mobility Wing, March Air Reserve Base, Calif.

In addition to the five awards, two teams were also recog-

nized for innovative best practices. One best practice went to the 637th Aircraft Generation Squadron Centralized Data Management System Development Team for its personnel administrative database.

Its network-based database streamlined the process of handling personnel data and effectively eliminates all redundant data systems and makes real-time information available. More importantly, its flexible data management tool can be easily adapted to meet the ever-changing mission requirements of any unit. Information about the database can be seen on the Web by accessing Janus On-Line at <http://137.4.120.35>.

"It was quite an honor to be able to represent the squadron at an event like this. We're proud of the database we developed, and it was very rewarding being able to see so many other bases being interested in using it" said Tech. Sgt. Jerry Tucker, the team leader, a communications-navigation specialist and the squadron's LAN administrator.

"The competition was outstanding and all the teams represented themselves very well," said Brig. Gen. Larry Sheehan, senior CSTE judge. "The Chief of Staff Team Excellence Award process is an outstanding indicator of the kind of innovations Air Force people are undertaking today. What we (the judges) saw in these two days of presentation was an outstanding group of our Air Force people — active duty, Guard and Reserve. Their ideas will help shape the future of our expeditionary Air Force."

The general said the people on these teams continuously stood out as an exceptional part of this entire competition process.

*(Editor's note: Air Force Press News Service contributed to this story)*

## Hurricane Floyd

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switch on line, even though he was not trained to do it since it is contracted out to a civilian firm. He got some of his buddies on the phone from Barksdale and they talked him through it," said Maj. Doug Taylor, 437th CS commander. "Staff Sgt Miller was another one who went above and beyond when he actually restored power to the telephone switch and it too was with equipment he was not trained on, but had learned about it from a previous overseas assignment."

Taylor added that others in the network control such as Tech. Sgt. Paul Hoagland, also helped keep critical systems operating.

"He's the base's network expert. He spent the storm in the CAT and kept everyone's email and network working throughout the storm."

Hurricane Floyd passed far enough away from Charleston that it only brought tropical force winds to the local area. Sustained winds of 52 mph and gusts up to 68 mph were measured by base weather officials. About four inches of rain fell on the base.

"We had about nine hours of 58 mph winds and about 20 hours of 35 mph winds," said Capt. Louis Rios, base weather flight commander. "The downtown areas reported sustained winds of 63 mph and gusts to 86 mph and that was only 10 miles away from here."

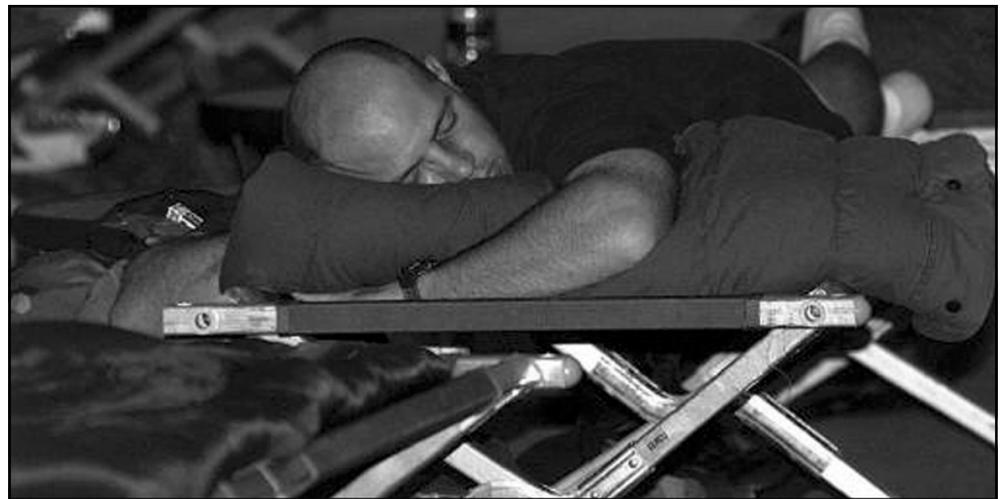
"We dodged a bullet. We got hit, but it could have been much worse," he added. The storm caused massive flooding along the North Carolina coast and resulted in several states being declared federal natural disaster areas.

Damage to the base consisted of many downed tree limbs, power outages and some roof damage. In total, Hurricane Floyd damaged 82 buildings and 43 roofs and caused an estimated \$1.8 million of damage.

About 15 power poles and lines were damaged and a total of 110 trees were knocked down, seven of which fell on homes. Civil engineer officials deemed the damage as minor when compared to what it could have been had a category four storm like Hurricane Hugo

**Airman 1st Class Jim Bob Inlow of the 437th Equipment Maintenance Squadron helps remove a C-141 display in front of wing headquarters in preparation of Hurricane Floyd. The C-17 model was also removed. The C-47 static display in Heritage Park was damaged slightly.**

*Staff Sgt. Pamela Smith*



*Tech. Sgt. Carlisle P. Fountain, 1st CTCS*

**The base Education Office and the Youth Center were opened on Charleston AFB as shelters, although a mandatory evacuation of the base was ordered.**

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**Capt. Louis Rios**  
Base weather flight commander

struck. Many base personnel spent most of Sept. 17 clearing debris from various areas of the base.

A 20-person team from the 375th Civil Engineer Squadron at Scott AFB, Ill., assisted with clean-up efforts and damage assessment.

"The Scott folks came to us on Thursday evening with their tool boxes ready and we immediately put them to work helping us to expedite our recovery efforts," said Lt. Col. Jon Roop, 437th CES commander. "We appreciated the help from our headquarters."

Evacuating military and civilian members can be reimbursed for their costs of relocating which covered the travel period from Sept. 14 - 17 (Tuesday through Friday).

According to the evacuation order, signed by the wing commander, base members' travel

and per diem were funded under the provisions of the Joint Travel Regulation by Safe Haven funds.

Entitlements include: 31 cents per mile up to 500 miles one way (gas not reimbursed), lodging at destination point and not to exceed local maximum (receipt required).

Paid per diem included up to 75 percent of maximum allowable daily rate on travel days and 100 percent of allowable on non-travel days, based on location, for all members and dependents 12 years and older. Dependents under 12 years of age received 50 percent of members entitlement.

Wing officials stress the importance of evacuating personnel to always notify their unit and the Air Force Personnel Center by calling 1-800-435-9941.

