

DISPATCH



A I R L I F T

Inside

- ▶ Bone marrow/ 3
- ▶ Commentary/ 9
- ▶ 373 TRS/ 11
- ▶ Youth Soccer/ 15

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Charleston exercises international role



By Senior Airman Jason Smith
437 AW Public Affairs

Three Charleston-based C-17s participated in an airdrop of 179 troops, including seven Ukrainian military members, as part of Peace Shield 2000, held July 15-18 in the Ukraine.

Charleston airmen who participated in the peacekeeping exercise included members of the 14th, 15th, 300th, 317th and 701st airlift squadrons, 1st Combat Camera Squadron, 437th Comptroller Squadron and 437th Aircraft Generation Squadron. The event marks the first-ever combined United States and Ukraine airdrop.

The first stop for the C-17s was Pope AFB, N.C.

"We stayed at Pope for 24 hours," said Maj. John Roscoe, 15 AS and deputy mission commander. "We needed time for crew rest, briefings, maintenance and other things involved with a mission of this magnitude."

After their brief stay at Pope, Team Charleston loaded 172 members of the Army's 82nd Airborne Division from Fort Bragg, N.C., and seven Ukrainian Airborne troops onto three C-17s, before departing for the drop zone

see Ukraine, page 2

A cockpit view of a Charleston C-17 as it prepares to refuel through the glow of night vision goggles. The C-17 was refueling from a KC-10 enroute to the Sokol drop zone during Peace Shield 2000.

Staff Sgt. Jeffery Allen, 1CTCS

Aircraft Debrief team receives AMC award

For the fourth consecutive year, Charleston's Aircraft Debrief Action Work-out team won the Air Mobility Command Chief of Staff Team Excellence Award for 2000.

The Debrief Action Work-out Team began their efforts in October 1999 when Brig. Gen. Robert Bishop, then 437th Airlift Wing commander, voiced his concerns about the debriefing process.

According to a Debrief team report, the team's challenge was to identify and target areas of the debrief process that would yield the greatest improvement. An initial walkthrough familiarized team members with the debrief procedures, and they quickly realized that

the process was large, complicated and informal. A diagram analysis revealed lack of standardization as the root cause for process breakdown. Other areas of improvement were identified, such as the need for placing special emphasis on repeat/recurring discrepancies.

The team set out on two benchmarking trips to exchange valuable techniques and ideas. Following their analysis of the current system, they implemented the six best practices to create a formal debrief process for all sorties. The team communicated their progress to the owners and stakeholders through daily status reports and e-mail.

Their dedication and outstanding work allowed the team to achieve phenomenal

results. Man-hours were reduced from 10.4 to 3 and process cycle time improved by 71 percent, saving the Air Force \$719,246 for the first year, a 2,600 percent return on investment. While streamlining the process and reducing manpower is normally a goal, the team introduced a dedicated crew chief in the debrief process. This allowed the crew chief to take ownership of the aircraft forms at an early stage in recovery.

The team, now representing AMC, will travel to Washington, D.C. to compete at the Department of Defense level in September.

(Compiled by Staff Sgt. Michael Duhe)

Medical team helps ensure accurate diagnosis

By Staff Sgt. Pamela Smith
437 AW Public Affairs

Some say when it comes to parenting, you should always trust your instincts. The same could also be said about practicing medicine. Both thought processes came to a head July 6 when Michelle Grab, wife of 2nd Lt. Andy Grab, 437th Comptroller Squadron, brought their 5-year-old daughter, Libby, to the 437th Medical Group Family Practice Clinic.

Michelle said her daughter hadn't been feeling well that morning, so she called the clinic to get an appointment. She was told there was nothing available. She called back again, to no avail. Finally, on her third phone call, the person on the other end took her phone number and left a message for one of the doctors on duty to call her.

"First Lt. Tony Kindle called me back within ten minutes and I told him what was wrong with Libby," Michelle said. "I just knew something serious was wrong because Libby was just laying there on the couch in pain."

At Kindle's request, Michelle applied slight pressure to her daughter's stomach, which caused her to cry out in pain. Michelle was told to bring her Libby into the clinic

see Girl, page 3