

AMC's BEST PRACTICES:

➤ Leadership and Management

Phoenix Readiness Training Program (POC Chief Claunch, DSN 779-4377).

Phoenix Readiness is a mobility-training program that provides AMC with 'real life' CCO training in a controlled deployed location. Curriculum includes CCO training, Force Protection, weapons training, convoy operations and various other subjects. AFSC's from 34 mission support elements learn skills required to set-up a bare base operation and how to work as a team to accomplish the deployed mission. Contracting currently deploys four team members. Class size increased to six but was again reduced to four, as one instructor could not provide the needed instruction required for the increased numbers. HQ AMC/LGC requests resource support from SAF/AQC to increase the number of instructors from its current state one, 7 Level, to two 7 Level instructors. This change will allow for curriculum enhancements, leave, TDY and increased training afforded attending students. By adding an additional instructor the class size could be increased to six students, therefore increasing the yearly students graduates from 32 to 48 and will also facilitate an increase of the number of classes from 8 to 14 each year (planned future growth). 375th CONS provided positive customer feedback on the quality and applicability of the instruction and recommended expanding the program to allow all CONS deployable personnel to attend. (POC Chief Claunch, DSN 779-4377)

Upgrade Training Status Tracking Spreadsheet developed by the 375 CONS (POC Chief Claunch, DSN 779-4377).

HQ AMC/LGC is tracking deployment data via a Deployment Tracking Tool. Information provides the program manager instant access to unit information, deployed contact information, departure/return dates and total deployed days.

➤ Customer Support

- **Agile Contracting (LGCF)** (POC Susan Madison, DSN 576-9965)

AMC/LGCF proactively develops tools and resources in support of customer needs. Their "Agile Contracting" approach is an example of innovative customer support. "Agile Contracting" closely engages the customer throughout the acquisition cycle. The Contracting Flight provides electronic training tools, templates, and examples developed by in-house experts to provide unique and timely support to its customers. Agile Contracting is a value-added approach that emphasizes greater customer effectiveness and efficiency. Its success was essentially borne out of an internal IPT formed in February 2002 to address the basic question: "How can we provide better support and assistance to our customers?"

"Agile Contracting" focuses on streamlining the acquisition process and decreasing acquisition lead-time. The use of built-in templates, developed from the use of "best-practice" scenarios, provides the customer a priceless resource promulgating

empowerment and consistency of process and practice (e.g. tools, training, models, samples).

Other significant highlights of “Agile Contracting” include the following:

- promotes a partnering environment;
 - promotes dissemination of acquisition reform and other initiatives;
 - provides just-in-time, hands-on training to fulfill customer needs;
 - promulgates contracting support (staff role) and responsibility as business advisor to customer;
 - incorporates use of ISO 9000 principles automatically incorporated by identifying trends associated with customer inadequacies, concerns, and issues
 - develops tools and training to address customer specific needs; and
 - discussions with HQ AMC/LGCA (Centralized Policy/Review) validated its use as a facilitation mechanism to streamline the contract review process.
- **Vendor Profile (LGCF)** (POC Michelle Mendez, DSN 576-9969)

This is an in-house knowledge-sharing tool developed by the Specialized Contracting Flight, AMC/LGCF, serving as a database and profile of small business “super stars.” Not only does the tool expand the realm of small business opportunities, it also provides the customer with a higher level of proven, mission-capable, small business resources.

➤ **Sound Business Judgment**

- **Mobility Systems Business Efficiencies Study (MSBES)** (POC Bob Lane, DSN 779-4376). The MSBES is a study specifically requested by the USTRANSCOM Commander with a stated objective to evaluate AMC purchasing strategies for Mobility Systems and Operations and identify areas with the greatest potential for efficiency improvements. The findings of the study indicate that the best opportunities are available through (1) more precise requirements management with a view towards business efficiencies, and (2) leveraging of GPC expenditures. Given these findings, there are two distinct initiatives and plans of action currently receiving the right focus and emphasis needed to capitalize upon perceived untapped efficiencies.
 - a. *GPC Program*. Opportunities exist in the neighborhood of \$10M per annum within AMC. HQ AMC/LGC is in the process of developing a strategy to leverage the buying power of AMC while optimizing the use of GSA Advantage.
 - b. *Domestic Commercial Airlift*. Substantial savings opportunities also exist within the domestic commercial airlift program. The recommended action to form a team to pursue a domestic airlift services acquisition strategy may serve as the conduit for realization of enhanced efficiencies.

- **Logistics Standardization and Evaluation Program (LSEP)** (POC Msgt Larry Cooper, DSN 779-4371). HQ AMC/LG's use of LSEP to evaluate MAJCOM local contracting squadrons is an excellent tool to assess overall management and support within the MAJCOM. For example, the detailed and comprehensive evaluation of the contracting squadron supports HQ AMC/LGC's efforts to ensure that actions falling below HQ AMC/LGC review, coordination, or approval levels comply with applicable regulation and policy. The follow-up actions of HQ AMC/LG, such as staff assistance visits, address evaluation findings and ensure a squadron receives the appropriate level of management support.

- **Multiple Award Construction Contracts (MACC)** (POC Katherine Stockton, DSN 779-4385). HQ AMC/LGCO is pursuing the use of Multiple Award Construction Contracts to allow local contracting squadrons to award orders faster thereby obligating funds faster. HQ AMC/LGCO is currently supporting three acquisitions at various AF installations: McChord, Grand Forks, and Pope. These contract vehicles, with a combined value of \$180 million over a five year period, will allow local contracting squadrons to compete for large end-of-year construction projects. HQ AMC/LGCO has been proactive in ensuring that the bases obtained early industry involvement. This led directly to the finding the industry had significant bid and proposal (B&P) concerns regarding individual orders issued under the IDIQs. HQ AMC/LGCO also reviewed similar contracts awarded by the Navy and Army. Moreover, LGCO also reviewed ACC's MACC effort that is nearing completion. LGCO used these vehicles as a benchmark for developing AMC's approach. Once the proposals are received, HQ AMC/LGCO will host and facilitate the source selection activities in their Scott AFB source selection facility.