The US Army called on Booz Allen Hamilton to help establish the Distribution Management Center (DMC) and transform its service-wide materiel management. Booz Allen worked closely with the Army Sustainment Command (ASC) to define and execute supply-chain processes that enable the DMC to perform its mission in support of the Army Force Generation (ARFORGEN) processes. The organizational design and task identification have strengthened the DMC’s mission capabilities and enabled it to deliver effective readiness support, ensuring that US troops are well equipped and prepared for battle.

The Need for Robust Materiel Management

When the tactical units that provided Army materiel management were inactivated in 2006 to create more combat troops and modularize the logistics system, ASC established the DMC at the Rock Island Arsenal in Illinois as the new materiel management headquarters. With its initial operating capability, the DMC became responsible for CONUS-based materiel management, serving as the interface between national-level Army logistics systems and the end-users of items and equipment at the unit level. The DMC matches “materiel to mission,” to support Army Force Generation by ensuring that troops are equipped for training and deployment.

The Army wanted to create a centralized organization that could more effectively manage materiel with fewer assets. However, the Army had not yet developed specific guidance as to how the new organization should operate, nor did it have the experienced staff to run the organization. Booz Allen assisted in the development of the processes and tools to provide a unified view of Army materiel assets and requirements.

Faced with an urgent need for robust materiel management, the Army Sustainment Command asked Booz Allen to assist it in assessing the Army’s requirements, help stand up an initial operating capability at the DMC and other Army installations, provide leading ideas and staff support, and help train DMC soldiers and civilians in their new duties.

Transforming Army Materiel Management

Booz Allen created an organizational requirements team led by former Army Materiel Management Center commanders who were intimately familiar with Army culture and mission. The team used the firm’s expertise in both supply chain and logistics and organizational strategy to assess the structure of DMC and requirements on the installations. The experience and knowledge brought by the team to the assessment

The Army Distribution Management Center
helped decision makers create the optimum balance of responsibilities between the DMC and the installations under the new centralized management structure.

As the DMC began its operations, the Booz Allen team provided counsel to DMC managers, advising on task delineation and mentoring, and providing training for new materiel management staff. Additionally, the team assisted in documenting procedures to ensure smooth handoff and continuity of services as more Army personnel joined the DMC.

Booz Allen also assisted the Army in establishing more effective materiel management by identifying management tools, such as the Command Asset Visibility Equipment Redistribution System-Force and Asset Search Tool (CAVERS-FAAST), to improve the DMC’s processes. CAVERS-FAAST provides a comprehensive view of all relevant assets and requirements, and it enables the DMC to analyze trends, such as a shortfall in equipment, so that Army leaders can shift assets and resources as needed to support Army warfighters.

The DMC has proved a resounding success and now performs the same mission as its predecessor organizations while significantly reducing staff size. The efficiencies gained by the new organization have enabled the Army to free up combat troops and make more efficient use of its logisticians.

**Helping the US Army Be Ready for What’s Next**

To maintain battle-ready forces around the globe, the Army must be able to quickly reset its forces to the required level of materiel readiness. As the DMC improves its capabilities, Booz Allen consultants continue to provide hands-on support for strategic leadership, management oversight, training, and operational staffing to both headquarters and the installations. Together, Booz Allen and the Army have partnered to transform DMC into a CONUS sustainment organization that integrates maintenance and readiness goals with Army repair capabilities to meet the requirements for Army Force Generation today and in the future.

**Ready To Help You**

Our work with the Army’s DMC is just one example of how Booz Allen’s strategy and subject matter consultants collaborate with military leaders to help them transform their organizations and achieve mission goals. Our consultants bring both battlefield and boardroom experience to every engagement, drawing from the firm’s wide range of capabilities—from supply chain management and information technology to organizational strategy—to assemble a set of experts, processes, and tools tailored to each customer’s unique challenges. To learn more about the know-how behind this project’s success and how it can help your team be ready for what’s next, visit www.boozallen.com.

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