

UNCLASSIFIED

AD 668 228

GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY
SERVICE

Anthony V. Anzalone

General Services Administration
Washington, D. C.

1967

Processed for . . .

**DEFENSE DOCUMENTATION CENTER
DEFENSE SUPPLY AGENCY**



U. S. DEPARTMENT OF COMMERCE / NATIONAL BUREAU OF STANDARDS / INSTITUTE FOR APPLIED TECHNOLOGY

AD 668228

"General Services Administration
Federal Supply Service"

by

MR. ANTHONY V. ANZALONE,
General Services Administration

ADDC
RECEIVED
APR 25 1968
A

Presented to:

AMC Customer Assistance Conference, 1967
3-5 May

"This document has been approved for public
release and sale; its distribution is unlimited."

Reproduced by the
CLEARINGHOUSE
for Federal Scientific & Technical
Information Springfield Va. 22151

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE

PRESENTATION BY:

Mr. Anthony V. Anzalone
National Supply System Division
Office of Supply Management
Federal Supply Service

BACKGROUND AND ORGANIZATION OF GSA
(Slide 1 on)

In 1948, President Truman sent a message to Congress which urged that a better system of property management be established for the Federal Government to coordinate activities concerned with the procurement, use, and disposal of Government property. This was the culmination of a long, evolutionary effort to establish centralized direction and control of Government purchasing and supply in order to eliminate avoidable waste and duplication. It was also the aftermath of the failure to pass the proposed Federal Property Act of 1948, hearings on which pointed up the necessity to establish more effective controls over Federal procurement and supply activities. Shortly thereafter, the report of the first Hoover Commission, entitled "Office of General Services," contained a strong recommendation for the establishment of centralized direction of the supply, records management, and public buildings operation and maintenance functions of the Federal Government. As a result, Public Law 152, the Federal Property and Administrative Services Act, was enacted in 1949 which established the General Services Administration and transferred to it, from discontinued predecessor agencies, the responsibility for the direction and coordination of these internal Government business management functions. Several later Presidential reorganizational plans and supplemental amendments to the basic law assigned additional collateral functions associated with these activities.

The intent of the law, as it applies to the Federal Supply Service, is to enable the Administrator of General Services to prescribe the most efficient and economical methods for the conduct of the procurement and supply functions of the Federal Government, and to provide such services when considerations of economy and efficiency warrant their centralized operation. (Slide 1 off - slide 2 on).

The GSA is grouped organizationally to promote the most effective accomplishment of its responsibilities. Its current structure has evolved as experience dictated and as additional functions were acquired or existing functions redistributed. It consists of five major Services, together with related staff and supporting elements.

The Services are the National Archives and Records Service; the Federal Supply Service; the Public Buildings Service; the Transportation and Communications Service; and the Property Management and Disposal Service.

Their responsibilities are generally as their titles imply. The National Archives and Records Service is responsible for the records management program in the Government and for preserving the valuable records of the Government. The Public Buildings Service (PBS) is concerned with the construction and management of public buildings and all of the related functions concerned with operation and maintenance of the physical facilities occupied by Federal activities. The Transportation and Communications Service develops Government-wide policies and regulations governing the procurement and use of transportation and communications services. The Property Management and Disposal Service is responsible for the storage, maintenance and disposal of strategic and critical materials stockpiled for emergency use and the Government-wide utilization of excess and disposal of surplus property, both real and personal.

GSA has ten regional areas in the field, with headquarters at the principal metropolitan areas shown. Its regional structure is geographically aligned to provide its services to Federal activities with maximum effectiveness. The geographical coverage conforms to the concentration of Federal activities, and is based on such factors as Federal population serviced, numbers of Federal buildings, freight rates for common-use items, and similar considerations. This regional structure has proven itself to be sound and practicable through experience. (Slide 2 off - slide 3 on)

ORGANIZATION AND FUNCTIONS OF THE FEDERAL SUPPLY SERVICE

This slide shows how the FSS is organized at both the Central Office and regional level. The FSS is organized on the principle of grouping related functions under single responsibility for supervision, and its elements are so aligned as to facilitate close coordination and teamwork.

At the Central Office level, the FSS is organized into five major program areas, each of which is headed by an Assistant Commissioner and is responsible for a well defined and functionally compatible area of activity. They are: the Office of Procurement, the Office of Standards and Quality Control, the Office of Supply Management, the Office of Supply Distribution and the recently established Office of Automated Data Management Service.

The organizational structure of each program area provides for recognition of and differentiation between program planning and development, and program control and evaluation, apart from the operational performance in those areas appropriate for centralized operation.

A major change within the FSS, at the Central Office level, is the establishment of the Office for Automatic Data Management Services. The mission of this service is to plan, develop, promote, and coordinate all GSA programs and activities relating to Government-wide management and utilization of automatic data processing equipment and related resources; to coordinate GSA's efforts with those of the Bureau of the Budget, National Bureau of Standards, Civil Service Commission, other Federal agencies, congressional committees, industrial associations, ADP concerns and representatives in the establishment and execution of definite programs for improving the management and utilization of ADP equipment and related resources throughout the Government.

At each region, we have a counterpart organization of the FSS, to the extent that our responsibilities are implemented at regional level. Each is headed by a regional director, who is responsible to his regional administrator, and who receives technical supervision from the FSS at Central Office.

The Central Office is responsible for management and control of field operations. It provides program direction, resources, technical guidance, performance standards and goals, and evaluates results.

The national inventory is also controlled at Central Office. This is done through forecasts of sales, review of procurement required to produce inventory needed to meet those sales, and the establishment of stock turn and inventory objectives. The National Inventory Control Center at Central Office maintains updated availability information nationally and insures full use of total system assets. (Slide 3 off - slide 4 on)

THE OFFICE OF SUPPLY MANAGEMENT

The Office of Supply Management consists of the National Supply System Division, the Supply Policy and Plans Division, the Supply Management Services Division, and the Supply Data Systems Staff. This Office is concerned with the establishment and maintenance of the coordinated national supply system for the Federal Government described previously. The National Supply System Division monitors the development of the national system, with primary emphasis on liaison with military activities; the Supply Management Services Division maintains liaison with civil agencies and provides on-site assistance in improvement of agency supply operations or integration into the national system; the Supply Policy and Plans Division provides regulatory and advisory guidance to agencies in effective operation of coordinated systems of supply; and the Supply Data Systems Staff coordinates the automation of internal operating supply systems and maintains liaison in this area with the military and the civil agencies. (Slide 4 off - slide 5 on)

FEDERAL SUPPLY SERVICE DISTRIBUTION POINTS
AND OVERSEAS SUPPORT AREAS

GSA is geographically aligned in the field to provide its services to Federal activities with maximum effectiveness. The map shows the 10 regional areas and the location of the regional headquarters of each. The geographical coverage conforms to the concentration of Federal activities and is based on such factors as Federal population served, numbers of Federal buildings maintained, transportation freight rates, and other considerations. This regional structure has proven itself to be sound and practicable through experience and has stood the test of time since the establishment of GSA. Each of the regions is responsible for all applicable GSA functions in their assigned areas, and the execution of their functions is directed and coordinated by the Central Office.

Army oversea commands are generally served from the four GSA "Port" regions, as follows:

Region 2, New York	U.S. Army, Europe
Region 7, Fort Worth (From New Orleans Annex)	U.S. Army, Southern
Region 9, San Francisco	U.S. Army, Hawaii
Region 10, Auburn	U.S. Army, Alaska & U.S. Army, Pacific (less Hawaii)

Overseas support to civil agency activities in Africa is provided through the Washington, D. C. region from Norfolk, Virginia.

Army shipments are exported through principal military terminals with shipments diverted for movement through other ports whenever transportation economies can be achieved, or when so directed by AMC. (Slide 5 off - slide 6 on)

GSA SUPPLY SERVICE OFFICER PROGRAM

Overall responsibilities assigned to the Federal Supply Service include the establishment of supply contacts with all Federal agencies, the furnishing of advice to Federal agencies of the availability and potential of Federal Supply Service programs and services, and the appraisal of the effectiveness of services rendered to other agencies. There is no lessening of these responsibilities as they apply to the regional and overseas Federal Supply Service activities.

In the regional office, functional responsibility is vested in the Supply Service Officer to (a) consult with field representatives of Federal agencies and advise them of the availability and potential of Federal Supply Service programs and services, and facilitate additional Federal Supply Service to such agencies; (b) receive and evaluate reported deficiencies in the regional supply support programs and initiate recommendations and follow-through to assure that effective corrective action has been taken; (c) appraise the efficiency of the services rendered by the Federal Supply Service in the region, and recommend action necessary to maintain high level service standards; and (d) evaluate items relating to the effectiveness of GSA supply support of the agencies. These include not only the requisitioners evaluation of our effectiveness, but such items as:

- a. Supply failures occasioned by back orders and item cancellations.
- b. Average delivery time for stocked items.
- c. The extent of coverage provided through Federal Supply Schedules.
- d. New items recommended to be added to depot stocks or to Federal Supply Schedules to better service the agencies.

- e. The quality of items procured or issued by GSA.
- f. The effectiveness of direct delivery shipments.
- g. The use of simplified procurement methods for small transactions by the agencies.
- h. The attempts of the agencies to plan their requisitioning and consolidate requirements.

We have a Supply Service Officer in each of our 10 regions in the States and one in Germany, the Philippines, Okinawa, and Hawaii. In addition, we have two representatives in South Viet Nam who function as Supply Service Officers as well as coordinating supply actions with the AID Mission.

The Supply Service Officer program is vital to the accomplishment of our overall supply mission. All FSS officials benefit by having the viewpoint of the requisitioner when evaluating the effectiveness of our supply services, policies, and procedures.

This program fills a void in our supply relationships with other Government agencies. It is true that we have broad regulatory powers and in the majority of cases can enforce Government-wide supply policies and regulations in the same manner as any regulatory agency. However, our existence is justified only through the service we can render to other Government agencies. This must be done in an efficient manner and at the least cost to the taxpayer.

The activities of the Supply Service Officer enhance the accomplishment of our service mission. The Supply Service Officer maintains close personal contact with the top supply officials of agencies served by the region. This includes selling himself and the programs and services of the Federal Supply Service, instilling in agency field representatives confidence in GSA and its services and objectives, and personally following through to assure that high level service standards, sufficient to meet the needs of the agency, are maintained at all times.

In order to serve these agencies, the Supply Service Officer keeps currently informed of the plans, policies, regulations, procedures, working agreements, cross-servicing arrangements, and sustained capabilities of all Federal Supply Service operating programs within the region. He has broad knowledge of the program requirements and the supply organizations of the agencies served by the region, and is acquainted with the varied and unique supply problems of the agencies.

The Supply Service Officer is in a position to counsel and assist the field establishments of Federal agencies, as necessary, in all phases of supply management. He recognizes improved supply operating techniques and methods used in GSA and other agencies and promotes the interchange of supply management improvements and makes appropriate recommendations to the Federal Supply Service, Central Office, for application of such improvements to the overall Governmental supply system. He has broad experience in all phases of procurement, supply and property management programs.

One of the best measures of GSA supply effectiveness is the reaction of its requisitioners. Recurring supply failures increase the number of supply problems. On the other hand, the higher the level of supply service, the lower the volume of complaints. The Supply Service Officer is adept at evaluating and handling complaints and appraises the Regional and Central Office of actions necessary to improve our service.

The Supply Service Officers prepare detailed reports covering each agency contact which not only include problem areas and complaints disclosed, but specific information relating to all facets of the program, as well. These include an appraisal of the effectiveness of FSS services, the determination of agency requirements, facilitation of additional FSS assistance to the agencies, securing of information concerning agency supply programs and activities, and the providing of supply management assistance to the agencies as requested or directed.

Another facet of the Supply Service Officer program is the coordination required by the Office of Supply Management program of Agency Assistance and agency contact work performed by the Supply Service Officers. Through our Office of Supply Management close contacts are being maintained with the headquarters offices of all Federal agencies. Similarly, the Supply Service Officers have close working relationships with the field establishments of Federal agencies. To insure proper coordination of the two programs, all officials of the FSS Central Office (a) apprise the Office of Supply Management of any information that would be helpful to the Supply Service Officers, (b) submit requests for information on or from agencies to the Office of Supply Management, and (c) channel problems with agencies, outside of day-to-day operating matters, to the Office of Supply Management. In turn, the Office of Supply Management provides the Supply Service Officers with advance information on proposed policy and procedural changes with techniques and aids to facilitate their operations, and with current information concerning agency programs as developed through Central Office Divisions and headquarters offices of the agencies.

Every effort is made to assist the Supply Service Officers and provide leadership for the program. Many of the problems uncovered by the Supply Service Officers and requiring Central Office action point up the need for continued channeling of information to all regional offices. Thus, there is a constant exchange of ideas and information, continued training, and a constant broadening of the knowledge of Supply Service Officers in relation to their activities. (Slide 6 off - slide 7 on)

GSA SELF-SERVICE TYPE FACILITIES

GSA self-service stores serve Federal agencies with small quantity requirements of categories of merchandise tailored to meet the specific needs of agencies served; and have limited buying capability for obtaining small quantities of these categories of items. This type of supply distribution

provides for individual selection of displayed merchandise; purchases by charge or from cash without formal requisition documentation; simplified billing; and reduces or eliminates paperwork, inventories, storage space and personnel.

We now have 39 self-service stores in operation. These stores and their locations are listed in GSA Bulletin FPMR No. E-31, dated December 28, 1966.

Five additional stores have been approved for activation - Munitions Building, Washington, D. C.; Baltimore, Maryland; Jacksonville, Florida; Oklahoma, City, Oklahoma; and Denver, Colorado.

GSA supply centers at Hickam AFB, Hawaii, and Clearfield, Utah, serve Federal agencies with retail level supply distribution and also provide a limited line of bulk stores of items to meet the needs of the agencies served. The supply center at Hickam AFB was activated in November 1963 and functioned from that time until September 1966 as a large self-service store. This facility has now been converted to a bulk annex/self-service store operation similar to the Clearfield, Utah, center.

The supply center at Hickam AFB fully supports U. S. Army, Hawaii, on the items stocked at that center. (Slide 7 off - slide 8 on)

CORRESPONDENCE AND INQUIRIES

Generally, correspondence concerning deliveries of depot stock items or routine supply problems should be addressed to the Federal Supply Service, GSA, at the regional office from which the shipment was made. The address of each regional office is included in the publications prepared by GSA, such as the GSA Stock Catalogs.

Correspondence may also be addressed to the Supply Service Officer of the region concerned. For your ready reference, I have available as a hand-out a complete listing of names and addresses of the regional supply service officers.

Correspondence, except for those addressed to a specific individual or office, concerning supply policies, procedures, and programs should be addressed as follows:

Commissioner
Federal Supply Service
General Services Administration
18th & F Streets, N. W.
Washington, D. C. 20405

Attn: National Supply System Division

As previously mentioned, the National Supply System Division serves as a focal point on supply support to military activities. We will insure that your correspondence is referred to the proper office for appropriate action. (Slide 8 off - slide 9 on).

GSA SUPPLY PERFORMANCE

Total GSA

1. Priority Effectiveness -- On-Time Fill (Army)

Definition: Percent of stocked item shipments made during the month which were within the UMMIPS prescribed processing time allotted to the supply source. The time frame is measured from the date the requisition is received to date the material is released to the carrier.

This chart shows the percent of requisitions in all IPGs which were shipped or offered for shipment within the UMMIPS time frame for all Army requisitioners, export and domestic, and relates to the number of Army requisition lines received as shown under the "Management Data" portion of this slide.

The GSA goal is 96% on-time fill. The current fiscal year performance is below the objective, however, the February and March performance is on target.

2. Stock Availability

Definition: Percent of stocked item requisitions filled completely from on-hand inventories during the first pass-edit cycle -

against inventory balances. Partially filled requisitions are counted as if none of the stocks were available.

This chart shows the percent of requisitions filled for ALL requisitions received from both military and civil agencies.

The goal is 95%.

The current fiscal year performance is running at about 88% -- 85.9% in July; 83.2% in August; 84.5% in September; 85.2% in October and November; rising to 87.9% in December, and continued to improve to 88% in January, 88.5% in February, and 89.9% in March.

3. Back Orders (stocked items)

Definition: A requisition is counted as a back order if any part of the requirement cannot be filled during the edit cycle or when a warehouse denial occurs.

The number of back orders are shown on this chart by age group: less than 30 days old in black and over 30 days in diagonal lines.

The March position shows significant improvement over the preceding months - dropping from 133,200 in August to 76,400 in March.

A substantial decrease in "over 30 days" old back orders was achieved - from 53,039 in February to 36,192 in March.

4. Management Data (stocked items)

a. The number of requisition lines received from Army requisitioners is depicted in the first column. This is about 14% of the total volume received this fiscal year.

b. The total number of requisition lines received from all requisitioners is shown in the second column. The data reflected under "Stock Availability" and "Back Orders" are related to this column.

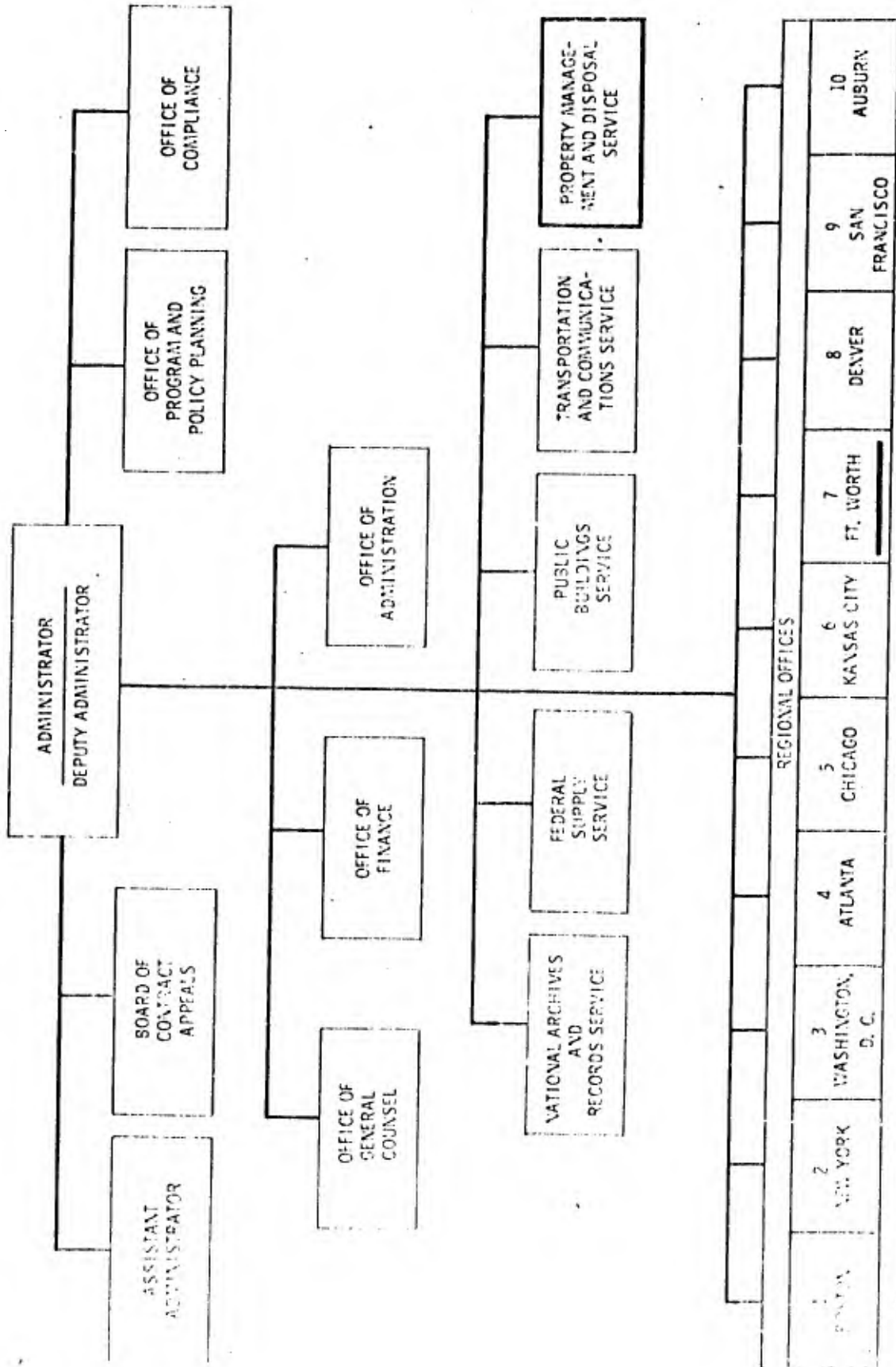
c. The number of FSN's on Back Order continues to decrease - improving from a high in September at 3,762 to a current low in March at 1,625. (Slide 9 off)

This concludes the GSA presentation.

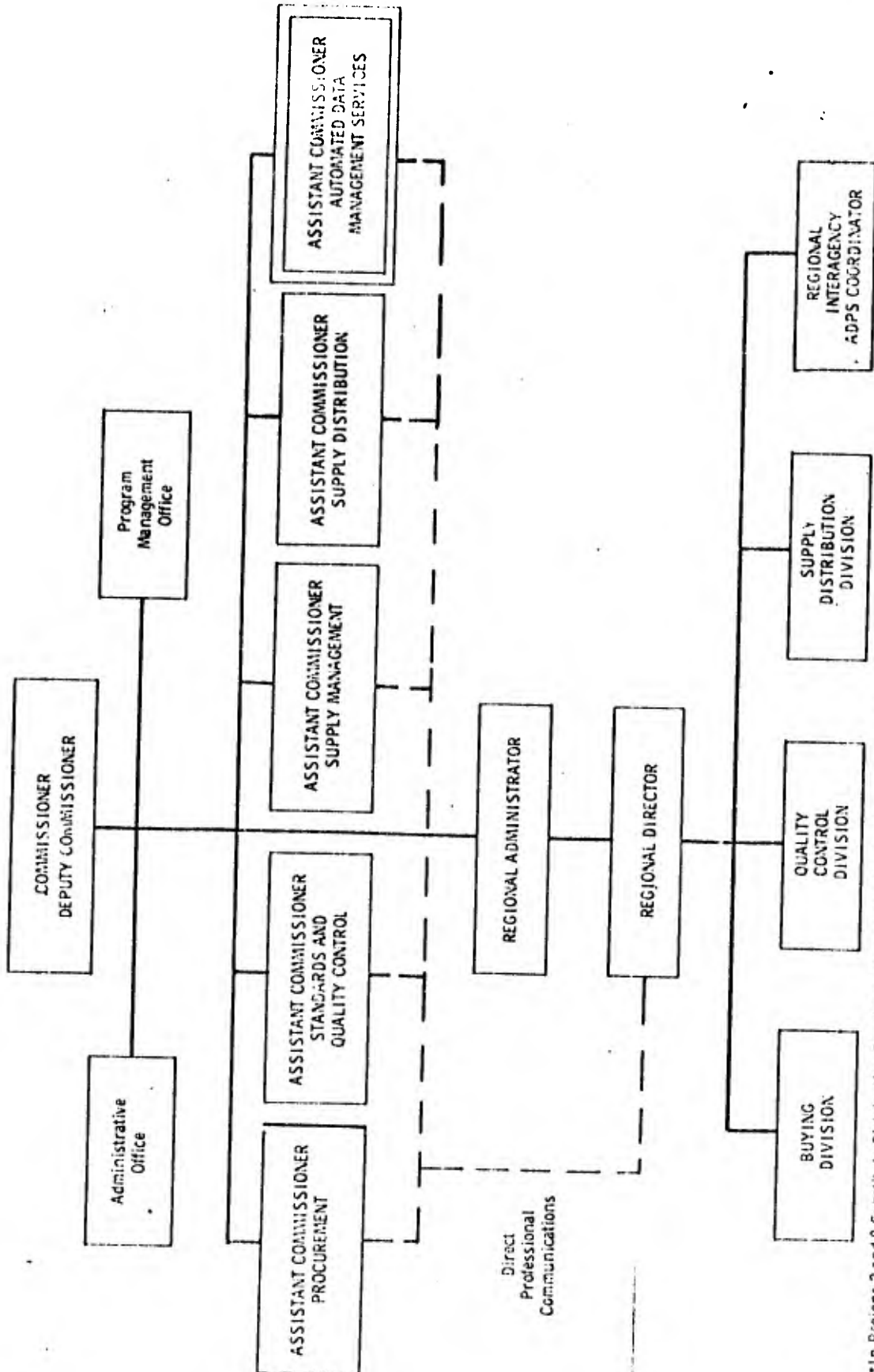
BACKGROUND OF GSA

- PRESIDENT'S MESSAGE TO CONGRESS - 1948
- REPORT OF FIRST HOOVER COMMISSION - "OFFICE OF GENERAL SERVICES"
- PUBLIC LAW 152, 1949 - FEDERAL PROPERTY AND ADMINISTRATIVE SERVICES ACT
- INTENT OF LAW - -
TO PROVIDE FOR THE GOVERNMENT AN ECONOMICAL AND EFFICIENT SYSTEM
FOR THE PROCUREMENT AND SUPPLY OF PERSONAL PROPERTY AND
NON-PERSONAL SERVICES.

GENERAL SERVICES ADMINISTRATION



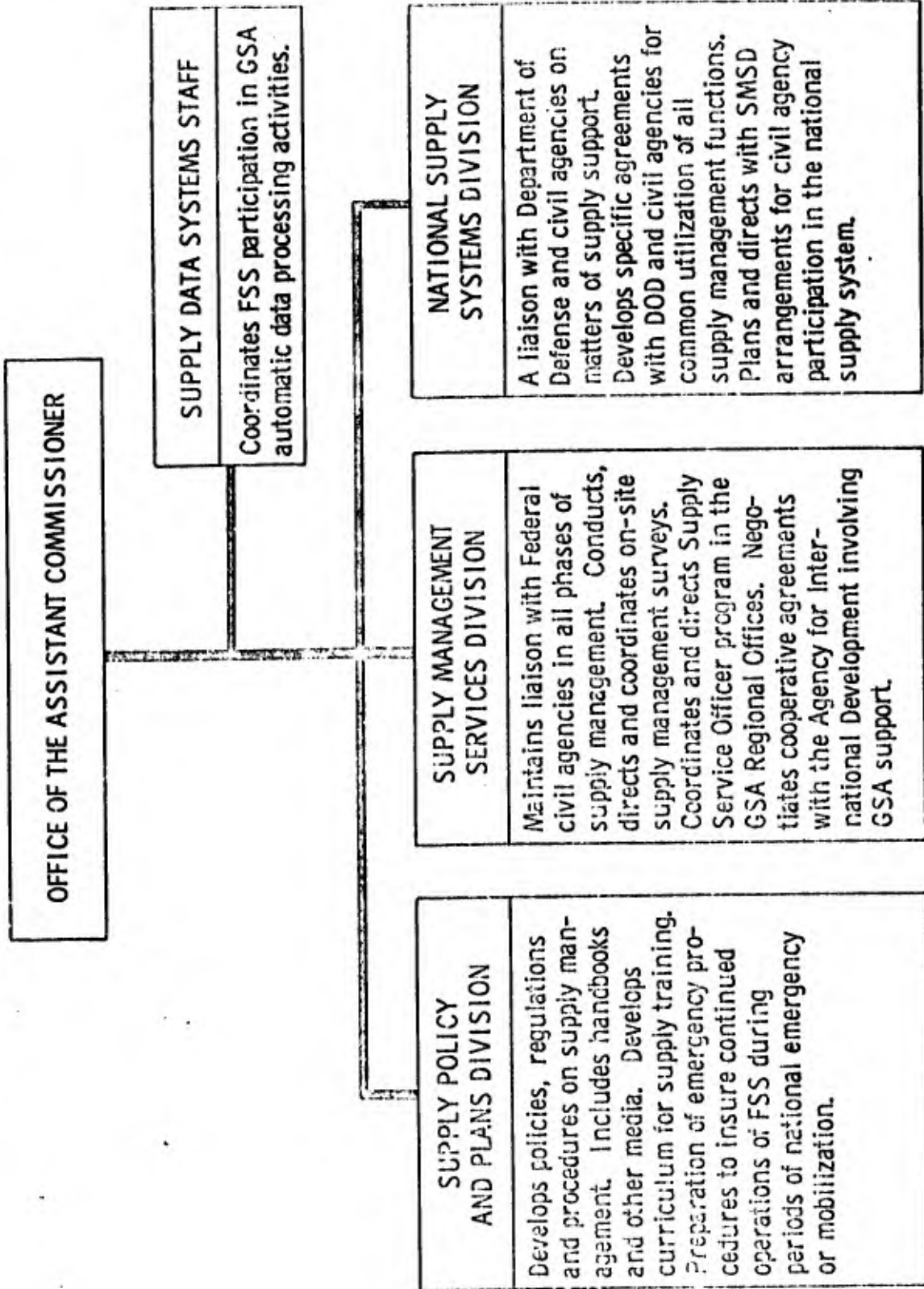
GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE



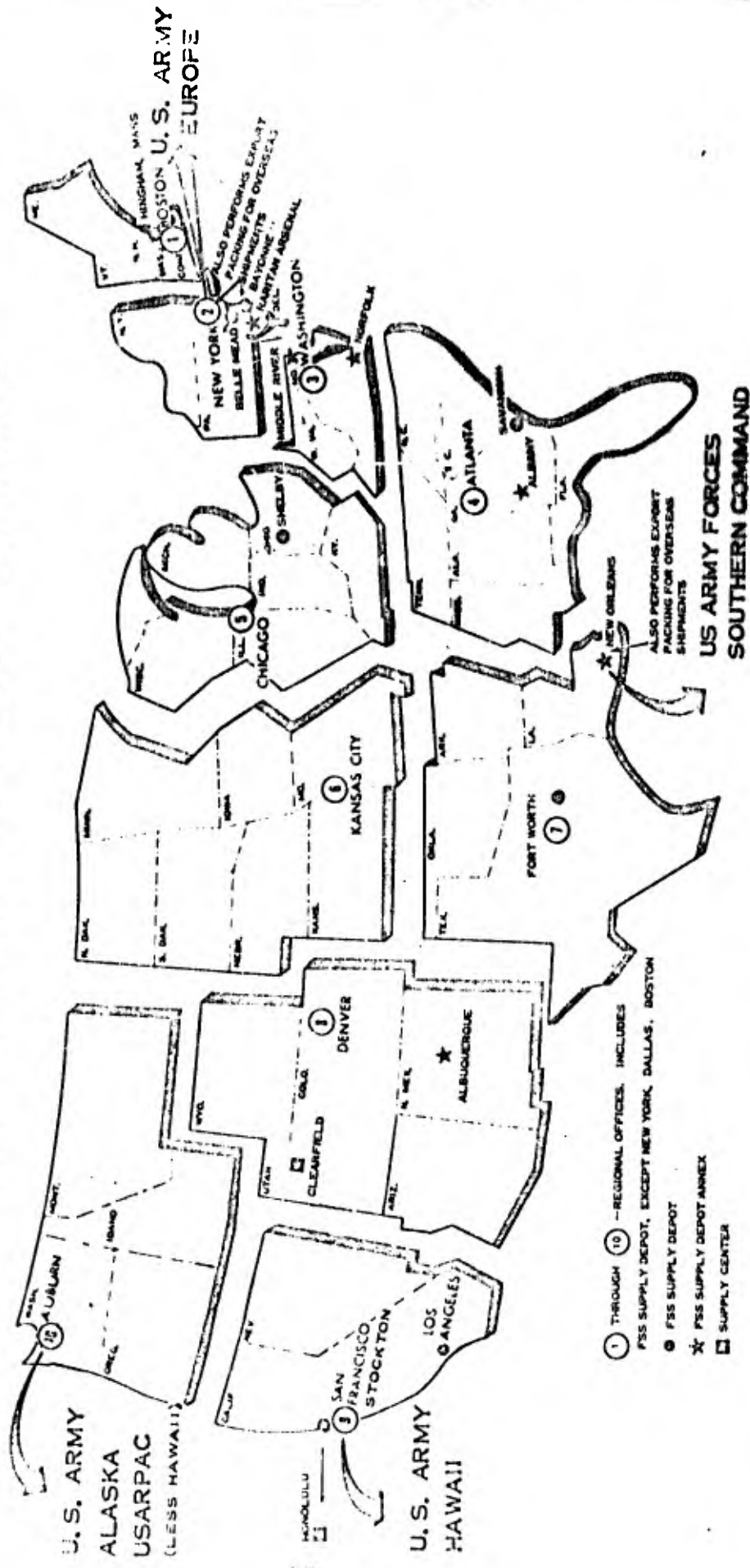
*In Regions 2 and 9 Substitute Distribution Requirements and Distribution Operations Divisions

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE

ASSISTANT COMMISSIONER, SUPPLY MANAGEMENT



GSA SUPPORT TO ARMY OVERSEAS



17

GSA FIELD LIAISON

SUPPLY SERVICE OFFICERS
IN ALL REGIONS

GSA OFFICES OVERSEAS

HAWAII

OKINAWA

PHILIPPINES

GERMANY

SOUTH VIET NAM

(JANUARY 1967)

CORRESPONDENCE AND INQUIRIES

REGIONAL ADDRESSES:

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
(STREET, CITY, ZIP CODE)

CENTRAL OFFICE:

COMMISSIONER
FEDERAL SUPPLY SERVICE
GENERAL SERVICES ADMINISTRATION
18 TH & F STS., N. W.
WASHINGTON, D. C. 20405

ATTN: NAT'L SUPPLY SYSTEM DIVISION

TWX'S:

COMMISSIONER, FSS, GSA, ATTN: FFN

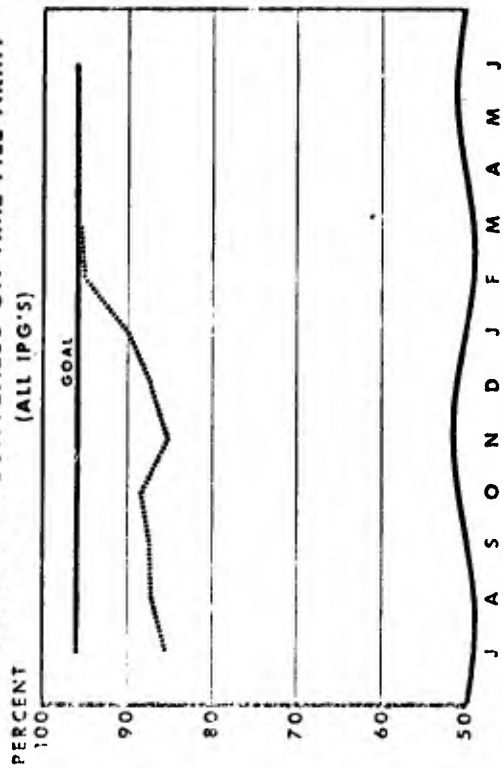
SUPPLY PERFORMANCE

FY 1966-67

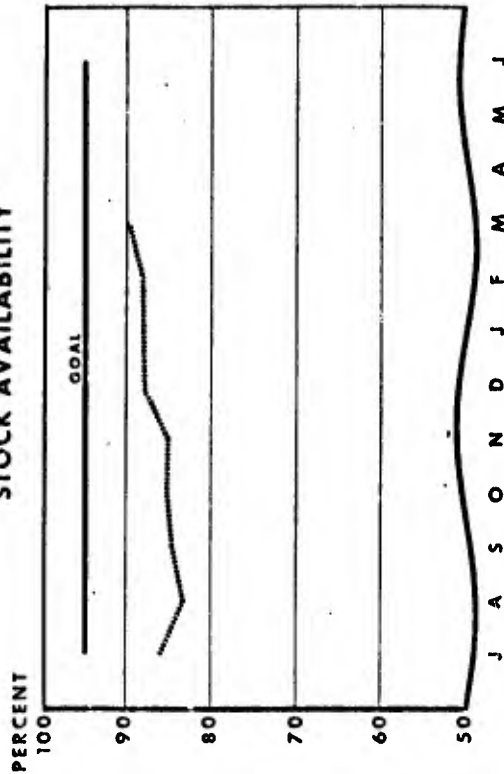
TOTAL GSA

CHART 1

PRIORITY EFFECTIVENESS ON TIME FILL-ARMY
(ALL IPG'S)



STOCK AVAILABILITY



BACK ORDERS



MANAGEMENT DATA

MO	REQUISITION LINES RECEIVED		NO. FSN'S STOCKED	NO. FSN'S ON BACK ORDER
	ARMY	TOTAL		
J	98,709	720,891	32,066	2,400
A	113,292	774,181	32,066	3,540
S	100,328	684,166	32,066	3,767
O	111,888	754,473	34,566	3,753
N	97,649	654,048	34,566	3,553
D	89,088	619,104	34,788	2,475
J	102,870	738,595	34,795	2,261
F	94,571	697,316	34,864	2,180
M	111,563	785,655	33,382	1,625
A				
M				
J				