



# Logistics Management Newsletter

FROM THE LOGISTICS MANAGEMENT DIVISION

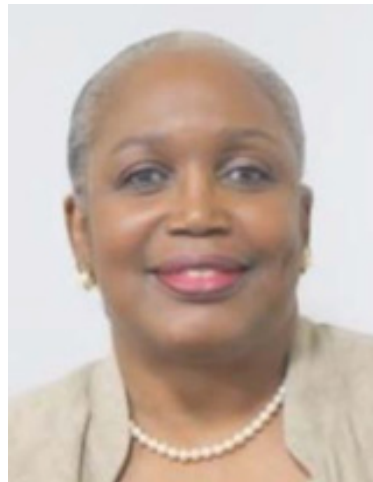
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**Welcome.** This newsletter is brought to you by the Logistics Management Division (LMD). Its purpose is to keep you abreast of the latest business practices and to share information about ongoing logistics management initiatives and events. It also introduces interim policy letters, which shall be incorporated in forthcoming updates of NASA Procedural Directives and Procedural Requirements.

## FAREWELL TO DR. OLIVETTE HOOKS, DIRECTOR, LOGISTICS MANAGEMENT DIVISION (LMD)

By the NASA LMD Team



Dr. Olivette Hooks, Director, Logistics Management Division

We wish to extend a very fond farewell to **Dr. Olivette Hooks**. Starting July 1, she will be departing NASA for the U.S. Department of State to lead their Strategy and Logistics Management Office.

Dr. Hooks started with NASA in 2016, and during her tenure as Director, she successfully led the Division's transformation efforts through many periods of change, from Business Service Assessments (BSA) to the Mission Support Future Architecture Program (MAP). LMD's major accomplishments under her leadership and guidance include

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modernizing and funding information technology, implementing a standard property cataloging system, using Radio Frequency Identification technology for equipment inventory, establishing a NASA-owned Artifact Module, and updating the logistics policies for each functional area within LMD.

She made the Division's workforce transformation a priority, led the way to better customer service approaches, and improved property accountability to levels until now unknown in NASA's history. Dr. Hooks's expertise guided the Division's support and establishment of the Stratospheric Observatory for Infrared Astronomy (SOFIA) Disposition Program. Dr. Hooks cared for her staff and the logistics community, and she prioritized mentorship, training, and close partnerships with colleagues at other Centers. She has been a change agent for the Agency and will be greatly missed.

In recent conversations with Dr. Hooks, she conveyed her sincere thanks to the logistics teams throughout the Agency for their professionalism and support, as well as their hard work and accomplishments over these many years. She wishes you all the very best in your future endeavors. She expressed that she is always available to those who wish to reach out for coffee, advice, mentorship, or friendship.

Dr. Hooks, we wish you all the best in your new position and adventures—you will be missed! You truly have made NASA one of the best places to work.

## LOGISTICS EVENTS

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### Marshall Space Flight Center's Logistics Services Office Represented at 2023 Humans to Mars Summit



Jason Dickerson represented MSFC at the 2023 Humans to Mars Summit.

**Jason Dickerson** attended the 2023 Humans to Mars Summit in Washington, DC, as a panelist representing the Marshall Space Flight Center (MSFC) Logistics Services Office. The conference focused on the extensive international cooperation of governments and industries in the pursuit of returning humanity to the Moon, putting the first human footprints on Mars, and achieving long-term habitation of the Moon and Mars. Dickerson is a mechanical engineer who oversees the marine engineering and operations of the NASA barge Pegasus.

Several subjects were discussed, identifying the unique challenges that NASA and industry face in making the concept of a continuous human presence in deep space a reality. The panel on which Dickerson sat focused on the need for skilled trades in space. He spoke about the labor needed to move articles from site to site on Pegasus as well as his thoughts on how tradespeople can be integrated into future space endeavors. The cooperation of various trade and non-trade individuals make a complete operational team here on Earth, but the idea of what a sustained workforce in a future deep space environment would look like has not yet been thoroughly discussed when it comes to skilled trades.

## ► Logistics Events continued

Dickerson emphasized that the discussion on the roles of tradespeople in space should not necessarily focus on where they fit in the initial steps of colonizing the Moon and Mars, but rather how our workforce on Earth can be mirrored in future settlements generations from now. He touched on the idea that a skilled workforce would be needed to accomplish not only the exploration, but also the economic goals that need to be satisfied to continue to answer the question of why we are planning for life in space.

The 2023 summit was the first time that the annual conference discussed the trades. The Explore Mars team, conference partners, and target audience have seen the value of starting this discussion and continuing to build a dialogue around trades in space. Dickerson and fellow panel members are working with the Explore Mars team in launching a program that will highlight the role of trades in space. The program will work to identify opportunities and challenges for the space industry's tradespeople, get feedback, and showcase trade professionals in the planning for life beyond Earth.

## NASA FORMS

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### NASA Forms (NFs) Hard-Copy Request Handling from a Customer Perspective

In today's digital age, it is easy to forget that hard-copy forms are still essential for many Government agencies, including NASA. While the use of digital records has increased in recent years, there are still many instances where hard-copy forms are required. In this article, we will discuss NF hard-copy request handling from a customer perspective.

Historically, Goddard Space Flight Center (GSFC) ordered, stocked, and distributed hard-copy NFs. However, due to reductions in funding and a need for cost savings, NASA Headquarters discontinued providing warehouse space and printing NFs for Agency customers. As a result, two critical program-related changes were implemented in 2016. First, each NASA Center would be responsible for funding its needs for NF hard-copy forms, including printing requirements and any requisite storage space. Second, the Agency Forms Management Office (AFMO) would continue to create the necessary artwork and print specifications for NASA Forms and would store the files in the NASA Electronic Forms (NEF) system, thereby making the files accessible to the Center Forms Management Offices (CFMOs) and Center Printing Offices to fulfill hard-copy form requests.

There are still many instances where hard-copy forms are required.

This change has significantly impacted customers who need to order hard-copy NFs. Previously, customers could order hard-copy NFs through GSFC, and the forms would be delivered to them. However, with the new process and depending on the Center, customers must contact their CFMO to request the necessary forms. Some Centers utilize the NEF to order their hard-copy forms. The CFMO will work with the Center Printing Office to fulfill the request, which includes seeking funding.

While this change has inconvenienced customers, it has also provided some benefits. By having each Center responsible for funding its own hard-copy NFs, there is more control over the printing process. This means that

## ► NASA Forms continued

each Center can tailor the print request to meet specific needs and ensure that the forms are printed correctly. Additionally, the AFMO can provide expertise and guidance to each Center to ensure that the forms comply with any necessary regulations.

Overall, NF hard-copy request handling from a customer perspective has changed significantly in recent years. While the new process has created some inconvenience, it has also provided benefits regarding control over the printing process and compliance with regulations. As NASA and the Office of the Chief Information Officer (OCIO) transform services, how hard-copy forms are handled will continue to change as well.

## KUDOS

### Group Award to Marshall Space Flight Center Logisticians

#### **The MSFC Warehouse Reduction Team Was Charged with Emptying the Main Warehouse and Secondary Warehouse Within 45 Days, a 100 Percent Review of All Property for Active Mission Needs**

The warehouse reduction team has distinguished itself as a valuable team within the Logistics Management Office's Property Support Team. The warehouse team was quickly assembled to review, inventory, relocate, and dispose of more than 205 pieces of material and equipment valued at \$6 million within a month and a half. This project required the removal of all stored property in the main warehouse so that the warehouse could become a facility for MSFC Future Work Operations support. The move and reassignment of the warehouse reduced MSFC warehouse capability by more than 50 percent and required a 100 percent inventory and review of all program and custodial account material; over 50 accounts were reviewed, with each owner validating active mission requirements. The team coordinated this massive effort with all MSFC Directorates' organizations to meet the warehouse return deadline.

The team started this project by initiating our annual property support review 6 months early. The emphasis of the project was to clear out all non-active mission-related property and provide support services for active mission-related property in the remaining warehouses; overall, we had a 50 percent reduction in total square footage of warehouse capability. They identified active mission-critical property to be moved into the three existing smaller warehouse locations totaling 35,000 square feet on the MSFC campus.

Overall, this was an extensive, labor-intensive operation requiring over 320 hours of overtime; it involved the movement of very large ingots/sheets of aluminum and aluminum lithium totaling more than 800,000 pounds to disposal, customers' locations, and other warehouses. It also required (1) an in-depth review of each piece of material in the warehouse system to validate its relationship to an active NASA mission and (2) an inventory at the end of the operation. The team's effort on managing the move enabled 100 percent accountability of all material.



The team coordinated this massive effort...  
to meet the warehouse return deadline.

► Kudos continued

The team worked closely with each Directorate and account custodian; warehouse retention was based on items that were directly attached to an active program, whereas items that were not on an active program were either returned to the customer's facility or sent to MSFC Disposal for disposition. During the warehouse reduction project, MSFC Disposal created 196 case numbers consisting of 337 regular pieces and 48,154 square feet of metal for a total acquisition cost of \$6,226,603.28.



**Front row, left to right:** William “Bill” Marks (Deputy Director of Center Ops at MSFC), Cheryl Fletcher, Christian Waugh, Robbie Saint, Raymond “Chay” Rhodes, Michael Jones, Robbie “Monty” Montague, Ethan Hendrickson, Ruben Sartian, and Joyce Meier (Logistic Manager for Center Ops.).

**Back row:** Raymond “Ray” Bradley, Thurman Preston, Gerald Prosser, David Gill, Barry Vaughn, Freddie Bishop, Melvin Reese, Clay Rhodes, Darin Peer, and Rodney Heathington.

The warehouse reduction plan was developed and implemented by the Marshall Logistics Support Services (MLSS) contractor. The accelerated plan they implemented would have taken 3 months to accomplish had all personnel worked on a regular workday schedule; instead, they shifted their regular workforce schedules to achieve maximum time compression to complete this task within a month and a half, as the MSFC schedule required. They also utilized overtime and additional workers and equipment to accomplish this task. This operation was completed ahead of schedule and with no incidents or accidents involving the workforce; this allowed MSFC to reorganize its facilities to support the new Future of Work Operations.

The team's accomplishments during this timeframe have enabled MSFC to implement Future of Work Operations and has contributed to the success of the Logistics Support functions.

► Kudos continued

## Ricardo Montenegro, Johnson Space Center, Recognized with NASA Silver Achievement Medal



Rick Montenegro, JSC Industrial Property Officer

Please join the Logistics Management community in congratulating **Ricardo “Rick” Montenegro**, who received NASA recognition for his outstanding exceptional service and commitment to excellence, teamwork, and integrity. Rick’s commitment to excellence, his ability to forge successful teams, and his natural honest and open communication are evidenced in his sustained distinguished performance as Johnson Space Center’s (JSC’s) Industrial Property Officer (IPO) and longest-serving NASA IPO. Rick exemplifies NASA’s core values of excellence, teamwork, and integrity in support of the Center’s mission to lead human space exploration. The Silver Achievement Medal is awarded to Government and non-Government individuals by NASA Center Directors for a stellar achievement that supports one or more of NASA’s core values, when it is deemed to be extraordinarily important and appropriate to recognize such achievement in a timely and personalized manner. Rick’s contributions reflect excellent leadership and greatly support the missions and goals of the National Aeronautics and Space Administration. Congratulations, Rick!



The Silver Achievement Medal is awarded to Government and non-Government individuals by NASA Center Directors for a stellar achievement that supports one or more of NASA’s core values.

Congratulations, Rick!

► Kudos continued

## Group Award to Johnson Space Center (JSC) Logisticians

By Julie Hardcastle

JSC's Redistribution and Utilization (R&U) department was recognized with a JSC Center Team Group Achievement Award (signed by the JSC Center Director) for the following.



Group photo of nominees/recipients of the JSC Center Team Group Achievement Award.

The JSC Center Group Achievement Award recognizes both individuals and teams of individuals who have shown innovation through the development or implementation of positive changes in the operations or the programs of NASA or JSC and in business practices, science, technology, engineering, medicine, and education within the Center. Innovation may refer to incremental and emergent or radical and revolutionary changes in thinking, products, processes, or organizations.

JSC's Logistics R&U Internal Process Review Team sought to streamline internal processes using diverse teams consisting of civil servant and contractor workforce (including Tech Trans, Inc.). The team reviewed current processes and pulsed stakeholders before defining product outcomes. After conducting a deep-dive process review, the team collaborated to define opportunities to improve process time that would also ensure expedited closeout activities. The deep dive was necessary because it enabled the team to overcome challenges by understanding customer needs while striving to anticipate and mitigate concerns before they escalated and

JSC's Logistics Redistribution and Utilization (R&U) Internal Process Review Team sought to streamline internal processes.



► Kudos continued

become obstacles. The team's use of deep-dive processes also enabled them to address the top contributing factors associated with process delays through a comprehensive analysis of the subject. For example, by flowcharting the process, the team's in-depth examination of this topic clearly identified process timelines. The team then voted on the top contributors within their process ownership, which afforded the best opportunity to streamline and eliminate process delay where zero activities were currently occurring. The outcome resulted in individuals working together to accomplish tasks versus managing work outputs independently.

Benefits gained included (1) reduction of disposal cases, (2) reduction of the amount of time between organizational approvals, (3) alignment of JSC Logistics with the Agency's Office of Strategic Infrastructure's (OSI's) Enterprise goals by working more effectively, and (4) assurance that JSC Logistics is working toward compliance with OSI's Business Process Review metrics.

Following the April 2022 implementation of this initiative, the team increased the overall disposition of property by 239 percent compared with the previous 6-month period, which resulted in workload doubling and tripling during monthly reviews. The R&U team identified, tested, and reemphasized how processes can be streamlined by working together toward a common goal.

**Nominees/Recipients:**

- Armstrong, Brandon; JB; TTI, Inc.
- Boyd, Bryan; JB; TTI, Inc.
- Calderon, Armando; JB; TTI, Inc.
- Caldwell-Boyce, Amanda; JB; NASA
- Comacho, Michael; JB; TTI, Inc.
- Caputo, Michael; JB; NASA
- Devers, Dominic; JB; TTI, Inc.
- Draper, Karen; JB; TTI, Inc.
- Garcia, Eduardo; JB; TTI, Inc.
- Glushkova, Tanya; JB; TTI, Inc.
- Gonzalez, Hector; JB; TTI, Inc.
- Long, Pepe; JB; TTI, Inc.
- Muniz, Paul; JB; TTI, Inc.
- Rico, Eduardo; JB; TTI, Inc.
- Santiago-Gonzalez, Harold; JB; TTI, Inc.



The team increased the overall disposition of property by 239 percent compared with the previous 6-month period.



► Kudos continued

## Chip Dobbs: Embodying the Importance of Human Connection and Giving Back

By Lane Figueroa



Chip Dobbs, supply management specialist at MSFC, attends the AIDB Career Day at the Alabama School for the Deaf on March 17. Dobbs has served on the AIDB Board of Trustees (at large) for more than 20 years. (Credit: NASA/Carolyn Magsby)

**William “Chip” Dobbs III** is a supply management specialist at NASA’s [Marshall Space Flight Center \(MSFC\)](#), where he has worked for 29 years.

Dobbs is also deaf. But instead of this disability holding him back, it has become a means to inspire and connect with others. His appreciation for others and the value he places on human connections are obvious to those who cross paths with him.

“Chip’s biggest contribution to Marshall is his ability to work with everyone to support logistics,” said Raymond Bradley, Dobbs’s supervisor. “Even with his hearing disability, he strives to understand what the customer needs and works tremendously hard to provide the support requested.”

As a supply management specialist, Dobbs monitors personnel moves and furniture support for the contractor workforce and supports all logistics functions at Marshall—a critical job at the Center as more employees return to onsite work.

During the COVID-19 pandemic, Dobbs tackled major projects that were different from his normal duties, including working on the Warehouse Reduction Project and issuing personal protective equipment.

Dobbs deeply values his role in the bigger NASA picture. “Without logistics, the mission simply cannot be accomplished,” Dobbs said. “But the people are my favorite part about my job.”

Dobbs’s impressive career is just a glance into his life’s story and hearty character. In addition to his accomplishments at Marshall, Dobbs dedicates his time to giving back to an organization that shaped his life—the

► Kudos continued

[Alabama Institute for Deaf and Blind \(AIDB\)](#). Dobbs was the valedictorian of the Alabama School for the Deaf class of 1981, and he has been on the AIDB Board of Trustees (at large) for more than 20 years.

AIDB manages multiple locations and schools throughout Alabama, impacting the lives of thousands of individuals with hearing and vision loss and their families.

Dobbs frequently travels to the school's headquarters in Talladega to visit students and attend outreach events. He has also helped facilitate tours of Marshall and the U.S. Space & Rocket Center in Huntsville. Dobbs has become a familiar face to the children of AIDB and serves as a beacon of hope and inspiration.

"Every time I go down to Talladega, the children come running to me," Dobbs said. "I often wear a NASA shirt, which catches their attention and entices them to ask questions about how they could work for NASA one day."

Most recently, Dobbs attended the AIDB Career Day on March 17 in Talladega, along with Marshall Deputy Director of Human Resources Larry Mack and Marshall Deputy Director of the Office of Diversity and Equal Opportunity Carolyn Magsby. The event served to expose high school students to various career fields, including opportunities in science, technology, engineering, and math.



"We should continue to reach and inspire those with disabilities," Dobbs said. "They, too, have the power to change the world."

"During our time at the AIDB Career Day, Chip's smile and manner in which he shared his love for AIDB and his NASA job helped students relax and eased their jitters," Mack said. "Chip told the students that they can be anything they wanted by working hard and being lifelong learners."

Dobbs said he always emphasizes the importance of education when he meets with students. He credits the school with equipping him with the skills to navigate the world with a disability. Following high school, Dobbs earned a degree in human resource management from Athens State University.

► Kudos continued

Dobbs's involvement with AIDB contributes to NASA's vision to reach more of the [Artemis Generation](#)—the future engineers, scientists, and explorers who will shape the future of space exploration. NASA's [Office of Diversity and Equal Opportunity](#) places a special emphasis on recruiting and providing the appropriate resources for those with disabilities.

"We should continue to reach and inspire those with disabilities," Dobbs said. "They, too, have the power to change the world."

Dobbs's passion for human connection expands across every facet of his life. He advocates for the participation of a diverse workforce and represents how such a workforce can achieve the great feats of space exploration.

"Chip's overwhelming desire to help anyone he connects with is a true testament to his commitment to ensure each AIDB student understands that anything is possible, if you never give up, believe, and have confidence in yourself," Mack said.

"Every time I go down to Talladega, the children come running to me," Dobbs said. "I often wear a NASA shirt, which catches their attention and entices them to ask questions about how they could work for NASA one day."



## CONTACT US

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Your involvement, understanding, and feedback are essential to making the Logistics Management Program a success. Please send us your questions or stories to share by calling or e-mailing:

### **Olivette M. Hooks**

Director, Logistics  
Management Division

Office: 202-358-0721  
[olivette.hooks@nasa.gov](mailto:olivette.hooks@nasa.gov)  
<https://www.nasa.gov/offices/LMD/>

### **Chris Ainsworth**

Logistics Management Institute  
(LMI) Program Support

Office: 202-358-4612  
[christopher.e.ainsworth@nasa.gov](mailto:christopher.e.ainsworth@nasa.gov)

### **Vincent E. Cappello**

Deputy Director, Logistics  
Management Division

Office: 202-309-8304  
[vincent.e.cappello@nasa.gov](mailto:vincent.e.cappello@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/support\\_and\\_supply\\_chain](https://www.nasa.gov/offices/LMD/programs/support_and_supply_chain)

### **Wayne A. Cragwell**

Logistics Management Institute  
(LMI) Program Support

Office: 202-358-4612  
[wayne.a.cragwell@nasa.gov](mailto:wayne.a.cragwell@nasa.gov)

### **Timothy A. Currie**

Transportation  
Management Program

Office: 202-358-1219  
[timothy.a.currie@nasa.gov](mailto:timothy.a.currie@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/transportation\\_management](https://www.nasa.gov/offices/LMD/programs/transportation_management)

### **Ann Cuyler**

Contract Property  
Management Program

Office: 202-358-1524  
[ann.cuyler@nasa.gov](mailto:ann.cuyler@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/contract\\_property\\_management](https://www.nasa.gov/offices/LMD/programs/contract_property_management)

### **Peral R. Hill**

Supply and Materials  
Management Program

Office: 202-358-0491  
[peral.r.hill@nasa.gov](mailto:peral.r.hill@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/supply\\_management](https://www.nasa.gov/offices/LMD/programs/supply_management)

### **Marjorie C. Jackson**

Logistics Compensating Controls  
Reviews (CCR) Program

Office: 202-358-2464  
[marjorie.c.jackson@nasa.gov](mailto:marjorie.c.jackson@nasa.gov)

### **Miguel A. Rodriguez**

NASA Equipment and Mail  
Management Programs

Office: 202-358-1065  
[miguel.a.rodriguez-1@nasa.gov](mailto:miguel.a.rodriguez-1@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/equipment\\_management](https://www.nasa.gov/offices/LMD/programs/equipment_management)

### **Robert S. Sherouse**

Artifact Identification and  
Disposition Program

Aviation Logistics Asset  
Management and Special Projects

Office: 202-358-0746  
[robert.sherouse@nasa.gov](mailto:robert.sherouse@nasa.gov)

### **Lisa M. Williams**

Lifecycle Logistics and  
Supply Chain Program

Office: 321-867-7777  
[lisa.m.williams@nasa.gov](mailto:lisa.m.williams@nasa.gov)

### **Sharrief Wilson**

Property Disposal  
Management Program

Office: 202-358-0875  
[sharrief.wilson@nasa.gov](mailto:sharrief.wilson@nasa.gov)  
[https://www.nasa.gov/offices/LMD/programs/property\\_disposal\\_management](https://www.nasa.gov/offices/LMD/programs/property_disposal_management)

### **Vacant**

Administrative Assistant

National Aeronautics and Space Administration

The Logistics Management Division  
NASA Headquarters  
300 E Street SW  
Washington, DC 20546

[www.nasa.gov](http://www.nasa.gov)