

THE LAI CONNECTOR

Volume 1, Issue 2

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Winter 2011

Welcome Integrated Logistics Support and Services (ILSS)

Logistics Applications Inc. (LAI) enters new contract at Ft. Campbell, Ft. Bragg and Ft. Stewart

January 1st, not only welcomed a new year at LAI, it welcomed 100 new employees. The Integrated Logistics Support and Services contract grew from what was originally 17 employees under the Global Property Management Support Services (GPMSS) at Ft. Campbell, Kentucky, to a much broader scope contract that includes employees at two additional installations. The GPMSS contract was created as a subcontract to Honeywell TSI. The ILSS contract is an expansion of the relationship with Honeywell and now includes a total of 117 LAI personnel.

Under the new ILSS contract, Ft. Campbell's employee base has grown by ten to 27. Strategically located on the Tennessee/Kentucky state line, Ft. Campbell is a 106,700 acre installation possessing a unique capability to deploy mission-ready contingency forces by air, rail, highway, and inland waterway, and is home of the only Air Assault Division in the world, the 101st Airborne Division (Air Assault). Two new installations are added to the list of places around the country that has an LAI presence.

First, there are 25 employees stationed at Ft. Stewart, Georgia. Fort Stewart is the largest Army installation east of the

Mississippi River and comprises 280,000 acres in five South Georgia counties. And 65 employees are working at Ft. Bragg, North Carolina Fort Bragg, located just outside of Fayetteville, is home to the 82d Airborne Division and Army Special Operations, and has proven to be one of the most active and combat ready military installations in the United States.

The work performed fits into categories formerly known as left behind equipment (LBE), pre-deployment training equipment (PDTE), and supply support activity (SSA). These areas include actions from property accountability to maintenance and fleet management to operational planning. In general, LAI is able to provide support to deployed Army units while they are engaged overseas. Employees at these installations have a diverse list of responsibilities that they perform on a regular basis.

The ILSS contract expands the national footprint of LAI to include seven states. Evidence of the importance of the work our employees do and the quality services provided at Ft. Campbell, opened the door to greater opportunities. This expansion also fulfills a part of LAI's strategic plan to become more diversified in the services it offers and to increase the volume of work that it completes.

Welcome all ILSS employees to the LAI Family.



Furniture Expo!

FADID Contract Hosts Furniture Exposition for DIA

by Angela McCullough, PM

Defense Intelligence Agency Furniture Acquisition Delivery Installation and Disposal

BOLLING AFB—Employees at the Defense Intelligence Agency Center (DIAC) kicked off their Thanksgiving celebrations with a little furniture shopping. In conjunction with DAL-1 and four of LAI's furniture partners, the FADID contract hosted a furniture expo in the Missile Lobby of the DIAC on November 22 and 23. Workstations displaying the latest and greenest features available for the office were fully set-up for staff to test drive chairs, open and shut drawers, and provide their opinions—and there were many!

Planning for the event began in early November. Responding to a suggestion by

the DIA leadership, I immediately contacted headquarters to see what support

began work to create a professional and attractive forum where employees could actually participate in the selection of office furniture for future DIA expansions and refurbishment of existing office space. Furniture partners American Seating, Herman Miller, Knoll, and Teknion were willing and eager participants. Each designed a model workstation based on specifications provided by my team and me.

Headquarters took the Expo as an opportunity to revamp its marketing materials and test some additional marketing efforts. Among the efforts was the creation of a contract specific brochure, designed to inform the general DIA population about the FADID program and how it works, but also to suggest other areas where LAI may have expertise. I have found it to be a helpful tool. *(continues on page 7)*



DIA FADID Team: Tyree Royster, Angela McCullough, Levi Timmons and Don Aird along with Headquarters support Daniel Froggett

they could provide to build a furniture expo. LAI flexed its dynamic muscles and

From the Chairman and CEO

The New Year has brought new challenges to LAI and all of its superb employees. First of all I would like to welcome the new employees at Ft Bragg, Ft Campbell and Ft Stewart to the LAI family. We think of ourselves as a small company with a big heart when it comes to our employees and customers. As a matter of fact, we are proud that for the sixth straight year we have paid performance bonuses to all deserving and eligible employees and have committed to a 401(k) matching funds formula for 2010.

LAI continues to perform beyond what is contracted for on all of our projects to insure that our customers can accomplish their missions. At the same time, we are facing the challenge of keeping our workforce in tact as much as possible as we go through a difficult

contracting and economic cycle. I ask each of you to look to the work next to yours to see if there is any way you can improve productivity by doing a little more. That is the way to make LAI and you more valuable to your customer.

For the project managers and leaders throughout the company, I would like for you to renew your leadership style and purpose. I want you to lead by walking around to all parts of your work and taking added responsibility for the performance of each and every one of your people. Refuse to let any of them fail, slide by or not measure up to "LAI excellence". If you do this, you can rest assured that your job is secure and the company will continue to thrive.

- Al Edmonds



Contracts Performing Well



Department of Energy, Logistics Services; Forrestal Building; Washington, DC

Fluorescent Bulb Disposal and Recycling

Stephen Montgomery worked with DOE Facilities management to acquire a Fluorescent Bulb Disposal piece of equipment for use at Forrestal. A Bulb Eater® is a lamp crushing machine that processes or crushes, spent fluorescent lamps into small fragments.

The crushed glass is compacted into 55-gallon containers. The Model 55 VRS crushes over 1350 T8 4' lamps into one 55-gallon drum. This greatly improves storage of the lamps, handling, safety/liability issues, and recycling costs.

The units are complete with filtration systems to help ensure both OSHA and EPA compliance, even for facilities disposing of large quantities of lamps.



The Model 55 VRS bulb crusher



DOE Electrician Lovie Rose uses the bulb crusher while Building Engineer, Paul Young looks on.



Commodity Futures Trading Commission, Washington, DC

CFTC Prepares for Major Building Renovations

CFTC begins the new year with major building renovations. These renovations include a state of the art hearing room that will accommodate 200 plus people with built in technology, a courtside employee lounge and a new mail room.

LAI staff will also have new office space, the executive drivers and meeting services coordinator will relocate back to the 1st floor on January 20th from a temporary office space. The Office of Management Operations (OMO) Help Desk and supply store will relocate to a newly renovated office space on the lower level of the building which was previously occupied by the Japanese Culture Center around Spring 2011.

CFTC Launches New Calendar Scheduling System!

CFTC will be rolling out a new calendar scheduling system within the upcoming weeks. The new calendar system will be a self serving system that will allow users to schedule meetings, make updates, request audio/catering services and cancel meetings. The new calendar system has been a long time coming, but it is about to be in effect as largely requested by CFTC employees! LAI will not be totally relieved from scheduling meetings as the staff will still be responsible for the upkeep, posting of notices, set up of meetings and scheduling meetings held in the hearing room. All in all the new user-friendly system is believed to be one that everyone will benefit from and enjoy!

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Keep Up the Great Work!



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The Project Manager's Corner

Do You Have What it Takes to be a Leader? by Larry Hamilton, QA & PM, DLOC, Landover, Maryland

On deciding what to write for this edition of the LAI Connector, I originally submitted an article on leadership traits, asking if you, the reader, has what it takes to be a leader. I was later asked to personalize the article. The following is an account of the three managers and their blended leadership traits that completely turned around LAI operations at the DIA Logistics Operations Center (DLOC). I arrived at the DLOC on 17 July 2006. Immediately, I recognized multiple logistical disasters throughout the Supply Chain. All the Government stats were well below the standards of the day. Where others would've walked right out the door for another job, I chose to stay. I thought of DLOC as a challenge, and I never shied away from challenges. I thought things could only improve since they were already rock bottom.

Mr. Edmonds gave me three charges upon my arrival: bring discipline to the workforce; write and implement standard operating procedures; and, look at the current supervisors and show them leadership principles. I first looked at the leadership charge, because discipline will follow. Leadership, the art of influencing and directing people to accomplish the mission, highlights and supports two main elements: the mission, goal or task and the people who accomplish it. While accomplishing the mission is the primary task, I knew from my previous military ex-

perience everything else is subordinate: a successful leader recognizes people perform the mission and without their support the organization will fail.

I also knew people determine the success or failure of the organization because they're the ones who do the work. Therefore, I had to be passionate, cultivating their skills through personal relations to get things done. This was the most difficult of all to accomplish because the previous LAI leadership style at the DLOC was to let the workers do what they want in a non-training environment. So, LAI received exactly what it put into the DLOC mission—a negative reputation.

I first analyzed the current situation and people. I had to know what the Customer wanted us to perform and I had to know each LAI worker's ability. This is the key ingredient to maximizing worker performance, thus the mission. In other words, you have to know what's expected from the Customer and you have to know your people.

After implementing the first LAI standard operating procedures for the DLOC, I set high standards for each section and insisted the workers measured up to the standard. This was tough, for some of the workers never had anyone lead them, so there was much resistance. Imagine a 600 square foot space with property haphazardly piled 15 feet high—that was the DLOC Receiving Section norm. For two months, I sat my desk in the Receiving Section and showed LAI workers who had been with the company for years that the Receiving Floor could be

cleared every day through a dedicated work ethic by following the process. Even the LAI Program Manager at the time mumbled to me it wouldn't stay that way (luckily, he's no longer with us!). I'm proud to say, since October 2006, we've never had a bottleneck in the Receiving Section ... which used to be the norm for LAI, pre-October 2006.

I never took for granted anything anyone told me by assuming things were being done correctly. I occasionally verified processes myself. President Ronald Reagan said it best: "Trust, but verify." So, I trusted ... but I sure did go out and verify.

Then, we gained a strong leader to be the Distribution Center Superintendent in 2009. He didn't stay behind his desk; rather, he wanted to know exactly what the workers were doing, so he could figure out how to inject his leadership style into the many Supply-Chain processes for which he was responsible. How could he have correctly assessed situations and made process improvements if he didn't know what the job demanded and how the workers were performing it? This is probably the toughest part of being a leader, being able to assess the workers, as well as oneself.

While learning the processes and people, he searched for problems and created an environment where most workers felt comfortable in bringing problems into the open. Of course, not every worker believed in non retribution; they remained skeptical. These are the workers who continue to lag behind.

(continues on Page 7)

The Close-out Team, More than Meets the Eye by Gerard Pinkney, PM, DOE Closeout, Washington, DC

The LAI Close-Out contract with the Department of Energy (DOE) is tasked with the responsibility of closing out completed DOE contracts for the headquarters and their various program customers. Though, hardly ever mentioned, there is another very important aspect of the close out contract. The Close-out Team is comprised of 10 employees which includes the Project Manager. Eight of the team members are dedicated to the process of closing out completed DOE contracts, however, there is one team member that provides a different, and very important service to DOE.

Daniel Moone, a Computer Management Analyst, has been with LAI since December 2000. Daniel has been with LAI for most of his working years. When Daniel started with LAI, he had the responsibility of providing in-house customer/computer support for DOE Headquarters Procurement. In 2004, DOE decided that it had a need to monitor the transactions of its employees and contractors for fraud, misuse and waste of their

government issued credit cards. It was at that point that Daniel changed roles and assumed the responsibility of supporting the DOE Charge Card programs. He is credited with developing the analytics that would later be used for the data mining pilot for the credit cards (commonly referred to as purchase cards). Working with the DOE Agency Program Coordinator, Daniel was responsible for administering the pilot program, which was successful and went live in 2006. As most of the DOE office came on-board, his role was expanded to essentially the alternate Agency Program Coordinator.

In addition to the data mining, he is responsible for day to day administration of the purchase card program. Daniel, by request of DOE's Agency Purchase Card Coordinator (APC), attended SmartPay Conferences in St. Louis, Missouri in 2006, Philadelphia in 2007, Denver in 2008, Phoenix in 2009, and Atlanta in 2010. Daniel has also attended numerous other trainings and employee development programs, at government expense, in his capacity as the data mining expert for DOE.

In 2008, when DOE was in the process of

deciding on a new bank provider for its purchase card program, Daniel was included as a member of the decision team that selected the bank provider. He now serves as a liaison between DOE and the bank. He is tasked with the responsibility for laying the technical foundations to transition from the old bank to the new bank and ensuring that DOE systems are able to communicate with the bank's systems. Through the automated data mining system that Daniel is credited with helping to develop, he was responsible for the surveillance of over a 163,000 purchase card transactions in FY 2010.

Daniel Moone has been a large contributor to the reputation that the LAI Close-Out Team has received over the years as being a competent, professional and valuable asset to The Department of Energy. Daniel's many accomplishments and the high esteem in which he is held by the DOE management is a source of pride to the Close-Out Team and all of LAI. We congratulate Daniel for a job well done and wish him many more successes in the future.

Safety Notes

Hazards In The Workplace

Recently, all of us were required to take the Safety training which was posted on our website. However, when it comes to safety, you can never be over-informed. Today, we would like to focus on the different hazards that surround us in our workplace. There are thousands of different **hazards in the workplace**. Most of them can be prevented if the proper precautions are taken. The best way to get rid of *hazard in the workplace* is to recognize what those hazards are. Hazards exist in all workplaces from offices to warehouses to construction sites. Any place there are people and any type of equipment the potential for hazardous occurrences is also there.

Safety Hazards In The Workplace

What is a **safety hazard in the workplace**? A safety hazard in the workplace is anything that could cause physical harm to a person. What we are doing is to promoting safety in the workplace, which is the best way to prevent accidents from occurring which could lead to personal injuries. Below is a list of **hazards in the workplace** and how to avoid them.

- *Slips, Trips and Falls.* An unclean workplace can cause injury to everyone working. If there is trash or other objects laying on the floor the rate of falls can often triple. Trips and falls can result in sprained muscles or in worst cases broken bones.
- *Biological Hazards in the workplace can be extremely dangerous if proper safety precautions are not followed.* Biological hazards

include anything that can be passed from one person to another. A few of these contagious biological hazards are the flu, hepatitis, or HIV. There are also other biological hazards such as mold and chemicals. Most of the biological hazards above can cause serious illness and a few can even cause death.

- *Fire Hazards in the workplace are a leading cause of lost time. If a fire occurs in the building it is a good possibility that you will be forced to close until the Fire Marshall has inspected the property and deemed it safe for re-entry. Not only can you lose time but more seriously lives can be lost in a fire. It is one of the most deadly things known to man. Make sure all employees are properly trained in fire safety and all fire extinguishers are fully loaded and operational.*
- *Improper lifting can be extremely hazardous to a person. If you do not teach your employees how to lift correctly and in a safe way there is sure to be a lot of unnecessary back related injuries. Always bend at the knees when lifting an object and be sure that it is not too heavy for you to lift by yourself. Many people think that if they wear a back brace they can lift however they feel like. That is not true a brace won't prevent injuries it is just used for a little extra back support and should not be fully depended on. If a box is too big or too heavy for you a back brace is not going to be of any good use.*
- *Equipment hazards in the workplace is a serious topic that should be covered at all safety meetings and every time a new em-*

ployee is hired. It is important that only people that have been safety certified to use heavy machinery and other equipment do so in order to prevent serious injury. Misuse of equipment can cause loss of limbs or in the worst cases death. Make sure all employees understand the hazards involved in all equipment at work whether they use it or not.

- *Electrical hazards can be anything from a frayed electrical cord to bad wiring in the walls or even an exposed wire. There are many ways to prevent electrical hazards one of the best is to never over load an electrical socket or extension cord. Another way is to check all cords on anything that needs electricity to run to make sure there are no frays of holes that could spark and start a fire. If you find an exposed wire **Never Touch It.** Even a small jolt of electricity can cause irreversible damage to your brain and muscles. Make sure to let they proper people know so a professional can take care of the problem.*

These were just a few of the most relevant **hazards in the workplace** and how to avoid them. It is best to take some time and check out your workplace to find safety hazards that are specific to your job. We encourage each office to have a safety meeting to discuss this issue and others to keep you safe. The best way to prevent **hazards in the workplace** is proper training to notice them and how to prevent them from occurring again. Remember we realize that informed staff is sure to make a safe and hazard free workplace.

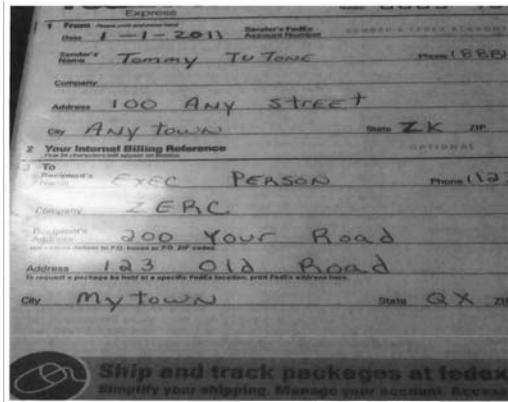
Security Notes

Remember to Stay Vigilant when Receiving Mail Deliveries

During the past couple of weeks Government facilities have received several suspicious packages that have made their way into Government mail rooms, resulting in injuries to mail room personnel.

Although most of these packages were addressed to other people, employees that handle mail and packages need to be re-trained on the importance of safety. Some key things to remember:

- ◆ Check both from/to addresses on the package
- ◆ Check for postage
- ◆ Check the condition of the package
- ◆ Check for powdery substances



Actual label from a package sent to a Government office

- ◆ Check for leakage of liquid substances
- ◆ Always wear appropriate safety clothing (if available)
- ◆ Notify internal and external customers, as appropriate, of steps taken to ensure safety of mail
- ◆ Maintain a Suspicious Package Profile
- ◆ Make sure appropriate emergency access numbers are posted by or on every phone to 911; CDC at 770-488-7100; local Postal Inspector; or local police or fire department
- ◆ Discarded envelopes, packages, boxes should be placed in a covered container and transported to the loading dock for removal. (Ensure local arrangements are in place for disposal of such material.)

Remember, LAI! Safety and Security is everyone's business!!

Quote to Remember

Each new day is a blank page in the diary of your life. The secret of success is in turning that diary into the best story you possibly can.

- Douglas Pagels - *A Wonderful Resolution for The New Year!*

Call for Articles!



The LAI Connector publishing team wants to hear from you! LAI is interested in its employees' on-the-job highlights, successful projects and team efforts, as well as talents, hobbies, interests and community outreach activities.

Keep LAI posted on your achievements. If you are interested in sending in an article to be included in the published LAI Connector, please send your submissions (along with photos) to Jerome Smith at jsmith@logapp.com.

New Faces at LAI Headquarters



Daniel E. Froggett is a native Kentuckian who has lived in the Washington, D.C., metropolitan area since 2002. After graduating from Georgetown College with a Bachelor's Degree in Accounting, Daniel worked for the Federal Energy Regulatory Commission as a Natural Gas Transmission Regulatory Auditor.

In 2003 he transitioned to a career in non-profit event management, working at George Washington's Mount Vernon Estate. While at Mount Vernon Daniel was privileged to do more than 60 public and private events annually for audiences including President and Mrs. Bush, Vice President and Mrs. Cheney, Prince Andrew, the United States Supreme Court, various members of the United States Congress, and a host of national and international celebrities and heads of state.

He left Mount Vernon to pursue a Master's Degree in Business Administration at the University of Maryland. Daniel simultaneously did events and facilities management for the University's Alumni Association, hosting events around the country and on campus at College Park to gather alumni and tout the accomplishments of Terps worldwide while maintaining a 70,000 square foot mixed use office and rental facility that hosted more than 600 annual events.

After completing his MBA, Daniel began doing freelance and contract work, including working with Logistics Applications Incorporated, on the FADID Furniture Exposition at the Defense Intelligence Agency. He is excited to come aboard full time with LAI to manage the bid and proposal process and handle future events.

Daniel was commissioned a Kentucky Colonel by the Commonwealth of Kentucky in 2010, is a Master Mason in Alexandria-Washington Lodge No. 22 Ancient Free and Accepted Masons, teaches dining etiquette courses to high school and college students in the metropolitan region, and is an emeritus board member of the Kentucky Society of Washington, DC.

Lewis Vasser joined LAI in November 2010, is a senior level accounting professional with 21 years professional level accounting ex-



perience spanning the for-profit, not for profit, and governmental accounting sectors.



At LAI, Lewis processes accounts payable invoices, manages the accounting for the DIA/FADID contract, participates in the monthly invoicing to clients process, and monitors the month end closing process.

He attended Longwood University in Farmville, Virginia and enjoys scuba diving and downhill skiing with his wife and 9 year old daughter.

Yolanda Hendricks-Roach is a native of Uniontown, Pennsylvania who served in the U. S. Army for over 20 years as a Human Resource Manager. She now brings her talents to LAI's as the Director of Human Resources.

She has served in various assignments throughout her career to include Human Resource Assistant with the 704th Military Intelligence Brigade at NSA; Army Administrative Assistant to the Secretary of Defense for both The Honorable Les Aspin and William J. Perry/Gen Paul J. Kern; Human Resource Manager/Logistics Manager Pentagon to serve under Acquisitions, Logistics and Technology Enterprise System and Services (ALTESS); Joint Military Human Resources Program Manager with the Defense Intelligence Agency (DIA) under the Directorate for Information Management & Chief Information Officer (DS); Acting Chief, Military Human Resource Manager, DIA under the Directorate for Human Capital (HC)

After retiring from the U.S. Army in 2010, Yolanda worked for Eagle Ray, Inc. as a Project Manager/Human Resource Consultant for DIA.

She graduated with a Bachelor's Degree in Business Administration from Wayland Baptist University and received her Master's Degree in Business Management with a minor in Project Management from University of Maryland.

LAI Newcomers

Logistics Applications Inc. would like to welcome the following employees to the LAI family:



ILSS—Fort Campbell, KY

Martin Abbitt
Kevin Brooks
Bobby Council
Robert Ladson

Stephanie Martin
David Sessums
William Spady
Cheryl West

Suzette Zehler
Edward Weatherspoon

Reinaldo Galvez, Jr.
Robert Melofchik, Jr.
Carlton Cummings
Christopher Byrd

Hector Velaquez-Lopez
Brian Verberkmoes
Tracy Thompson
David McNeil
Larry McNeil

Michael Moore
Richard Rouse
Carlton Robinson
Natalie Melton



ILSS—Fort Bragg, NC

Leonard Dixon
Haregu Fraiser
Antonio Holt
Kenneth Jackson
Jose Martin
Theron Noble
Ollie Rabon
Jeffery Redman
Ernie Robinson
Daniel San Nicholas
Donald Schwab
Devona Shaw
Angela Stagg
William Stith
Cicero Summers
Havie Terry
Lakiesha Tillman

Talitha Watson
Robert McGeorge
Jerry Garner
Lamont Frazier
Joseph Lindbom
Sabrina Morley
Rodney Jones
Anthony McArthur
Tyrone Alford
Christina Phipps
Grady Chambers
Joseph Lawrence
Romeo Bendana
Eric Woodard
Brian Boley
Jack Maynor
Kim Allen-Johnson

Matthew Clark
Robert Holloman
Michael Hargett
Seneca Nance
Terry Sumey
William Manning
Tyrone Jones
Carla Charles
Derek Monroe
Duane Sembly
Julian Arias
Don Strayhorne
Michael LeSure
Garland Hill
James McBrayde
Gliny A. Ramos
Jamal Rouse



ILSS—Fort Stewart, GA

Clarence Autrey
Sean Collins
Jabari Jones
Walter Lainer
Chester Paschal
Larry Robins
Gene Schenck, Jr.
Cynthia Lominac

Samuel Lormand
Tyler Sands
Andrea Spears
Ricky Williams
Sakia Aragones
Marilyn Johnson
Danny Jeffries
Samuel Hughes

Charles Heard
Hamus Harvey
Michelle Harris
Lorie Crittenden
Dwight Coles, Jr.
Willis T. Brown, Jr.
Carlos Stewart
Alphonse Gamble



Smithsonian Institute; Washington, DC

Garnett Davis



Defense Logistics Operations Center (DLOC); Landover, MD

Marc Douglas Torre Harris Aaron Blackwell
George Everett Derrick Jackson



Federal Energy Regulatory Commission (FERC); Washington, DC

Quintin Myers

LAI Superstars



Department of Energy, Logistics Services; Forrestal Building; Washington, DC

LAI DOE Logistics Contract Property Management Group had 3 employees recognized by the Office of Human Capital Management with a Certificate of Appreciation. The certificates were granted for providing support and outstanding customer service during the recent major space renovation project.

Both **Vincent Brown** and **Harold Carter** were recognized for their efforts in Procurement of the Modular Systems furniture, the Carpet Product, and oversight of the Installation of the same. **Helen Bailey** was recognized for her efforts in procurement of Moving Supplies, Initiation and Management oversight of the Moves.

Thanks to their impeccable efforts this Major renovation project was completed ahead of schedule and made for a smooth transition for the Human Capital staff to continue their work with minimal disruption during the construction, set-up, and move process.

Rooftop Solar Systems Back On Line

Electrician **Lovie Rose** assisted a technician from the Sandia National Laboratory with installing new fuses on the inverters of the Solar Arrays on the roof of the Forrestal Building in Washington, DC.

A lightning surge, according to the technician was the probable cause of the blown fuses. Mr. Rose was responsible for pulling and replacing the new fuses. Thank you Mr. Rose for your assistance and hard work!



DIA – Defense Logistics Operations Center (DLOC); Landover, MD

On 4 January 2011, Brian Davis, the DAL-2 Director of Transportation and Warehouse Operations, came down to the DIA Logistics Operations Center (DLOC) Receiving Section and handed out appreciation letters to six of our hard-working employees: **George Everett**, temporary Shipping and Packing Clerk; **Derrick Jackson**, Medium Truck Driver; **Bernard Jordan**, Delivery and Relocation Team Lead; **Dean Martin**, Materiel Expeditor; **Damion Powell**, Shipping and Packing Clerk; and **Olajide Koyi**, Shipping and Packing Clerk.

Glenn Conklin, the Program Manager for the DIA Police, forwarded a letter, expressing his sincere appreciation for the quick decision and work that the above named employees performed for the DIA Police on 3 December 2010. They transported, unloaded and reloaded six pallets of pilferable information technology equipment (e.g., computers, monitor and peripheral hardware) to the DIA Police trailer out in the DIAC Service Plaza, all without incident.

Mr. Conklin further wrote, “*your team went above and beyond the call on this requirement exemplifying the true meaning of customer service and teamwork.*” This is a job well done!



National Endowment for the Arts, Washington, DC

The National Endowment for the Arts (NEA) contract employees have just completed an in house training seminar on “Characteristics of Suspicious Packages and/or Letters.” The training documentation was obtained from the USPS website to insure compliance with USPS regulations. The training included staff participation and discussion on each topic presented. Our team strives to achieve the highest level in all of their contractual requirements and to exceed the expectations of our clients. Way to go team!!



Federal Energy Regulatory Commission (FERC); Washington, DC

The Last of his Kind

During the last several months **Michael Cunningham** has consistently gone above and beyond his duties as an Audio Visual Technician. Mr. Cunningham has received several letters of appreciation for his hard work and dedication from many staff members of the Federal Energy Regulatory Commission (FERC). He also has received an award for Special Services in recognition of his tireless commitment and contribution to your Combined Federal Campaign.



Michael Cunningham

Mr. Cunningham has proven to FERC staff members his ability to perform time-after-time in an outstanding capacity. He routinely demonstrates his ability to provide excellent customer service, steadfast work ethic, sound decision making, job knowledge and problem solving skills. In the course of Mr. Cunningham’s duties he is required to interact and communicate with his superiors and FERC employees, at every level, on daily basics.

Recently, Mr. Cunningham experienced a tragedy in his personal life; however, his work never wavered. Mr. Cunningham’s ability to manage both his personal situation and his work responsibility in a time of great crisis is a testament to his character and determination. Mr. Cunningham did not let his personal situation negatively impact his performance or duties at work, or his responsibilities at home.

The FERC Family

As the New Year comes into swing, we would like to remember how we closed out last year. During our last All Hands meeting, the FERC employees broke bread as one big family. We shared in the Holiday spirit, giving thanks for being employed and sharing their time with a great group of people!

While during this time of thanksgiving, we also had a very productive meeting, which included several topics. We discussed safety, training and ways to move forward and continue improving our operational performance.



Members of the FERC Team enjoying a hearty meal.



Breaking bread like family!

In Memoriam

We here at Logistics Applications Inc. would like to extend our deepest sympathies to employees who have lost loved ones recently.

Mr. Raymond Horton, Supply Technician, DOE Logistics Services in the loss of his mother.

Mr. Roosevelt Brockington, Building Engineer, DOE Logistics Services in the loss of his son.

Mr. Oliver Bryant, ICE Warehouse Specialist in the lost of his father.

Ms. Tierra Smith, Technical Support Specialist, Federal Energy Regulatory Commission in the loss of her mother.

We pray for their continued strength during this time of sadness.

The Project Manager's Corner (con't)

Do You Have What it Takes to be a Leader? (from page 3)

He found critical paths to success because he only got involved in priority issues, weighing in where it counted. He delegated non-priority tasks to his supervisors, holding them accountable to perform the day-to-day grind. With this gained knowledge, he took the warehousing storage function forward by correcting poor warehouse relocation practices—no more did the section have problems locating valuable property and making the company look bad.

About a year ago, we hired the last person to complete the LAI DLOC leadership triumvirate. He took over the Customer Service Center. He exhibited the leadership traits previously mentioned and brought some more. Whenever I give him a task, he doesn't procrastinate by putting off a hard decision; once he's gathered all the facts, he will make a decision. When an employee has an issue

with a process, he will listen and then honestly tell them like it is, insisting they do the same. But, he won't alibi away their problem by becoming defensive when things go wrong. That would turn off valuable employee communication. He has pushed our customer service to new heights by ensuring all customer and employee concerns are heard and documented to improve our day-to-day mission.

Given the authority, anyone can lead; on the other hand, leadership is a delicate art, calling for people-oriented attributes that many find elusive or difficult to develop. But, with determination and practical experience, people can acquire leadership attributes and become an effective, good leader. By setting the example, effective leaders lead people, rather than drive them. So, ... do you have what it takes to be a leader?

Furniture Expo (from page 1)

Over 300 employees completed event surveys, which asked about their furniture preferences as they toured the four model workstations. Daniel Froggett compiled the information and provided an analytical report for DIA decision makers. In addition, I was able to



One of four model workstations; this one presented by Knoll.

arrange for each of the furniture partners to make oral presentations to decision makers, further demonstrating the capabilities of their various product lines. LAI attempted to demonstrate its flexibility and resourcefulness in rising to requests for assistance from the DIA.

Don Aird, Levi Timmons, Tyree Royster and I, the DIA FADID Team, served as hosts for the event. Mr. and Mrs. Edmonds, Ms. Oates, Mr. Womack and other headquarters staff provided assis-



LAI Chairman and CEO Albert J. Edmonds test driving a side chair while American Seating representatives look on.

tance and support over the two day expo. DIA's own staff assisted with room layout and photography as well as printing posters and advertising the event. The end result was a well-received, professional presentation that was of major assistance to one of our most valued clients.

About LAI and EES



Founded in 1986, LAI has built an excellent reputation for fairness and integrity, and a sustained performance record that has propelled its growth. It is a Service Disabled Veteran Owned Small Business (SDVOSB). LAI was acquired by Edmonds Enterprise Services, Inc in 2005.

Edmonds Enterprise Services was founded in September 2004, by Lieutenant General Albert J. Edmonds, USAF (Retired). EES offers a wide range of technical and business solutions to government customers.

Through the combined resources of EES and LAI a full spectrum

of information technology and logistics services can be offered. These services include:

- ◆ Facilities Management & Logistical Support
- ◆ Information Technology Services
- ◆ Business & Technical Consulting
- ◆ Conference Planning & Management
- ◆ Information Assurance & Security
- ◆ Enterprise Architecture



Code of Ethics



Although LAI rightfully focuses on providing superior services to its customers, LAI also wants to remind employees to ensure that the following Ethics, Safety, Security, and Equal Opportunity and Treatment (ESSE) model is incorporated in your daily work activities:

Ethics: There is no substitution for ethical behavior, conduct and practices. Simply put, when we take a job and expect to be paid, get a clear understanding of what is expected of you. Then, do that job with complete honesty and integrity. It means coming to work on time and scheduling time off, rather than an erratic attendance pattern. When you can not live up to the code of conduct that is expected of you, find another job while your dignity is still intact.

Safety: A safe environment is a productive environment. Always respect the complexities of your work and follow the rules and regulations that have been established by subject matter and safety experts--that includes the correct tools, clothing, operational processes and preventative measures.

Security: We all have the responsibility to protect the security of our nation, family and community. This means that we should first abide by the laws, rules and regulations around us and keep a vigilant eye and ear for any deviation from sound security practices. We should safeguard our confidential documents and materials to include access cards credentials and report any suspicious incidents to appropriate authorities.

Equal Opportunity and Treatment: Everyone has the right to work in an environment that is fair and free of discrimination and harassment of any kind. Leaders and managers must set the example by conducting all of the project and program business where each employee is treated equitably and has the same opportunity to excel.

Everyone wants to be appreciated and it doesn't take much to tell our people they are doing a good job. LAI challenges each project and program manager to take a critical look at the ESSE of your group and see where you can improve as a team. Tell the outstanding performers how they are performing--and equally as important--let those who are not performing at their top potential know that they need to shape up.

Our Customers

Edmonds Enterprise Services, Inc. (EES)
www.edmondses.com



Logistics Applications Inc. (LAI)
 An EES Company
www.logapp.com



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-  Department of Defense
-  Department of Homeland Security
-  Defense Intelligence Agency
-  Department of Energy
-  Federal Energy Regulatory Commission
-  Smithsonian Institution
-  National Endowment for the Arts

EES and LAI are Service-Disabled Veteran-Owned Small Businesses.