



# RESULTS

## NEWSLETTER

QUICK OBLIGATIONS, SIMPLE ACQUISITIONS, PROFESSIONAL SERVICE & SUPPORT

### Topics:

- **Logistics Center Director Retires**
- **DC Office Evolution**
- **RESULTS Program Management**
- **Project Performance...Logistics Center Partners with ATB**
- **Business Development Sessions Update**
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### Logistics Center Director Retires

For those who have not heard, our director, Norman Bowles is retiring this week (December 1). Norman has been hired as a ski instructor by Vail Ski Resorts--something he characterizes as a life long goal. He figures this is a great transition job before he gets back into the serious stuff.

We are going to miss his leadership. Under his tutelage, the Logistics Center got off the government appropriation process and became a 100% fee for service business. Last year sales per employee increased 35%, and productivity increased over the past two years by 16%. For the last three consecutive years (and under two different Presidents), the Logistics Center was awarded three Presidential Awards--the only government organization to accomplish that feat, and only domestic organization to win at all during this period. Also under his leadership, the Logistics Center became one of the first dozen government organizations to become ISO 9000 certified, and now it has set its sights on Six Sigma.

Although we will miss his leadership, he spent a lot of time addressing the issue of succession and he is convinced he leaves the Logistics Center in good hands. Stan Sieg, our Chief Financial Officer (AML-5), is a retired Brigadier General who has served both as AF Materiel Command's Director of Contracting and Director for Logistics. He oversaw a \$20B+ revolving fund and is very familiar with operating a government business.

Barbara Silva, our Chief Operating Officer (AML-2), has more than 30 years experience with FAA operations in headquarters and in the field and worked with Norman in leading the Logistics Center change effort for six years. If anyone knows how to lead an organization through a continuing process of change and improvement, it is she.

Between the two, the Logistics Center has very strong leadership needed to keep up the pace of performance and innovation as Norman Bowles departs.

### Logistics Center/DC Office Evolution

Norman is retiring but there will be no slowing down in the DC office or anywhere in the Logistics Center. The primary focus for Ken Frengs is expanding Logistics Center offerings along with **new** RESULTS services to address national and international customer needs for the future. Additional personnel will be coming onboard throughout the next year. The DC expansion is a direct "result of RESULTS" and Logistic Center performance-based/change leadership. We are very excited about the DC office evolution as it truly reinforces the emerging role of Logistics Center at the national level.

### RESULTS Program Management

With Ken's new role in DC, and until further notice, Tim Jeffcoat is the acting Program Manager for RESULTS. Tim's leadership with the OKC production team in the last few months and broad awareness of sound industry/business practices will continue to promote and build the RESULTS effort across the agency and into other agencies currently seeking RESULTS services. Tim, or staff, should be contacted at 405-954-1440 with all questions and conversations regarding RESULTS business opportunities, accounts set-up, technical and contracting support and such. Ken can always be reached in DC, but it is best these days to contact OKC for direct RESULTS support or service. The OKC

RESULTS team is also covering the DC office week to week until a full time RESULTS general accounts manager in DC is hired.

### **Project Performance ... a Logistics Center Partnership with ATB.**

The Logistics Center is proud to announce its emerging partnership with the Terminal Business Organization (ATB) in performance-based contracting and change management support efforts. ATB has enlisted the RESULTS National Contracting Service and the Performance-Based Studies and Research Group from Arizona State University, led by Dr. Dean Kashiwagi, to launch Project Performance. Project Performance is a strategic initiative under the PBO concept led by Marcos Costilla, Acting Deputy Director, ATB-2, that will reduce terminal facility siting to service delivery time by 50%, reduce total cost to deliver new terminal facilities by 25%, and ultimately reduce unit cost to deliver services.

Requirements, standard designs, financial management and acquisition selection processes are undergoing clean sheet reviews and major overhaul. Three pilot projects have been identified for FY04 which include design bid build and construction only (modernization) approaches. The Logistics Center has hired an outstanding program manager with active performance-based contracting and construction management experience from the private sector. This individual will be onboard in early December and has been intimately involved with Olympic Village, Epcott Center, and major hospitals among many others.

The acquisition processes will be incorporating Performance Information Procurement System (PIPS) processes developed by "Dr. Dean" of Arizona State University into the acquisition equation. PIPS analytically improves the vendor selection process, substantially elevates the visibility, availability and tracking of performance information (metrics), shifts performance risk to the contractor, and has a 96% record of success for on cost, on schedule, high customer satisfaction delivery.

A national educational seminar on PIPS will be announced in December and held in January (location tbd) for major facility design and construction contractors to understand and participate with the RESULTS/PIPS approaches in the future.

### **Business Development Sessions Update**

A follow-up information email will be forthcoming with a list of questions and answers from the Business Development Sessions held the week of November 16, 2003. If you were unable to attend and/or are interested in attending other sessions as available, please let us know. Based upon your feedback, additional sessions will be considered in the near future.

### **RESULTS OnLine Access Coming To You**

Just a reminder that the Point of Contact for each new company on the National Qualified Vendors List (QVL) will be receiving a system-generated email with a username and a password for access to our electronic procurement tool, RESULTS OnLine. This email will come from an [admin@rms.mmac.faa.gov](mailto:admin@rms.mmac.faa.gov) address. This message cannot be replied to and will be generic in format.

After receipt of this email, for those who have not already done so, it is highly encouraged for each company to create an internal generic email address (e.g. [RESULTSmil@faa.gov](mailto:RESULTSmil@faa.gov)) that would generate multiple emails internally when a message is received at the generic email address. If you have not received your access information by Friday, December 12, 2003, or if you experience any system access problems, please email Christy Prough, ROL System Administrator, at [christy.prough@faa.gov](mailto:christy.prough@faa.gov).

***RESULTS NATIONAL CONTRACTING SERVICE***

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