



# ROBINS RevUp



52st shows and tells Byron students.

## LEANing forward

### Process offers powerful tool for improvement

By Capt. J. Scott Covode  
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Your doctor may prescribe one serving of lean meat per day, but Maj. Gen. Donald Wetekam, Warner Robins Air Logistics Center commander, recommends you fill your plate from the LEAN depot repair buffet.

The LEAN approach to productivity focuses on cutting waste to avoid cost while improving output, and the difference it can make is mouth watering. LEAN comes at a perfect time to Robins, which faces ravenous competition for choice morsels of workload in the years ahead.

In LEAN, simply — less is more. Fewer steps, or 'non value added' motions, means less labor, less cost, faster production and happier customers. The savings in effort, time and materials leads to more effective use of the work force and more planes, parts or products going out of the Air Logistics Center.

And so far, LEAN is providing a feast of significant advances to the work areas already implementing it. The success stories



U.S. Air Force photo by Sue Sapp  
Maj. Gen. Donald J. Wetekam, Warner Robins Air Logistics Center commander, inspects a C-5 pylon with Earnest Spradley and William Bilbrey, aircraft sheet metal mechanics.

range from "increased production 30 percent" to "enabled us to cut back from three shifts,

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## An open letter to the work force

April 5, 2002

In recent weeks, there has been some publicity in the local media regarding the civilian performance appraisal system. Specifically, the publicity surrounds the handling of the 2001 performance appraisals for some civilian employees in the LYSA organization at Robins Air Force Base.

A few employees have exercised their right to challenge their performance appraisals in the EEO process, which is not uncommon. However, because of this pending litigation, I cannot comment further on the newspaper articles that speak of these complaints. In due course, a decision will be made in the appropriate forum concerning these allegations.

With respect to your upcoming appraisals, it is my firm intent that the performance management program be administered in compliance with applicable laws and regulations. Appraisals will be accomplished based strictly upon the demonstrated performance of each employee. While there may be differences of opinion about how a given employee should be rated, I am dedicated to ensuring that race, gender or other non-merit factors play no role in the accomplishment of performance appraisals. Employees are to be appraised based solely on their performance between April 1, 2001 and March 31, 2002. We will apply the guidance found in the DPC Policy Letter #04-02, dated March 13, 2002.

Everyone who comes to work at Robins has the right to expect that their work will be judged solely on its own merits. This is the policy at this installation, and I will do whatever is necessary to enforce it. I want to encourage each of you to continue with the business at hand, which is to perform our mission in an effective and efficient manner. I appreciate your patience in this matter and the continued diligence and vigor of the Team Robins work force.

Sincerely,

DONALD J. WETEKAM  
Major General, USAF  
Commander

## TI rating opens new doors

By Lanorris Askew  
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Warner Robins Air Logistics Center's Technology and Industrial Support Directorate received verification of high standards when the directorate achieved International Organization Standardization 9001-2000 registration last month.

"This registration is helping us to get in line with the civilian aircraft industry," said Rick Schultz, quality assurance specialist. "If someone needed an aircraft part they would be able to contact us and not worry about the quality of the work or the parts because they know that we are registered."

Debby Walker, departing TI director, said the directorate's manufacturing branch set out in mid-January to achieve ISO registration. This process is an internationally recognized civilian quality standard sys-

tem of registration, and was achieved by the directorate in eight weeks. By the end of March, Quality Management Systems Inc. of Boca Raton, Fla., had awarded them ISO 9001-2000 registration.

This registration could help propel partnerships between the air logistics center and private industries, some of which currently only partner with those who are ISO registered.

"We chose our manufacturing branch because we felt this is where the most value would come from," said Walker.

Walker said attaining registration status will open additional doors in partnership and in the commercial marketplace because it is a credible tool for ensuring the quality of our products and services.

"Even more importantly," she said. "It will drive additional quality initiatives and controls that will benefit Warner Robins Air Logistics Center

support that TI provides to program depot maintenance lines and item managers."

Walker said, the standards of the certification do not mandate specific methods and practices for achieving quality products and services.

"Instead, they provide sound principles, goals and objectives on quality related issues that any organization can adopt and benefit from," she said.

Organizations wanting to adopt an ISO 9000 quality system are required to establish a system that meets all the requirements stipulated in each prospective standard. All these requirements have to be implemented and documented in a quality manual.

"The first step in our acquiring certification was to conduct an internal assessment to determine the effectiveness of our quality system," said Walker. "Next, a pre-assessment by the



Courtesy photo

A Technology and Industrial Support Directorate employee works in the plate room. TI recently earned International Organization of Standardization registration.

ISO 9001-2000 registrar was conducted to identify any weaknesses in our quality system.

"Six weeks later a certification audit was conducted by the registrar and registration was

awarded."

The proactive actions of the steering team to quickly resolve nonconformance identified during the pre-assessment, and the tightly con-

trolled production systems such as training, tool calibration and the production, acceptance and certification program contributed to the quick registration.

## FAST program office nets 21st Century Partnership award for quality

By Lanorris Askew  
lanorris.askew@robins.af.mil

The Warner Robins Air Logistics Center's Flexible Acquisition and Sustainment Tool, or FAST, program office received the Team Quality Award from the 21st Century Partnership last month.

This bi-annual award, which was presented by Jack Steed, a member of the 21st Century Partnership, singles out base units for outstanding performance, productivity and teamwork.

Winfield Green, FAST program director, attributes his office winning the award to the program's importance to the base and community.

### Helping small businesses

He said, despite earlier speculation that FAST would hurt small business, the opposite has been the result and small business has received approximately 70 percent of the obligated direct award dollars. This amount exceeds the 15 percent contract goal and is what Greene sees as the most significant accomplishment thus far.

According to the latest report, as of March 31, a total of 45 delivery or task orders had been awarded with more than \$54 million obligated. With options included this number rises to \$95 million.

"We took such a beating from folks who said FAST was going to decimate small business," said Greene. "Our goal was 15 percent of our dollars going to small business prime contractors. To date, approximately 60 percent of that \$95 million is going to small business. Of the \$54 million we've awarded, 71 percent is going to small business."

### Meeting war fighter needs quickly

FAST is a multi-Air Logistics Center, seven-year, \$7.4 billion contract designed to provide the program managers in Air Force Materiel Command the capability to receive a wide variety of sustainment support for their weapon systems. This includes technical and professional weapon system services; critical, limited and contingency spares and repairs; and modifications. FAST was designed to quickly meet war fighter needs, reduce cost and strengthen small-business partnerships.

"So far, it looks extremely good," he said. "We are getting

our customers the fast turnaround on what they need, and we're doing great for small business."

### Focusing on customers

Gene Vanderpool, senior logistics manager for FAST, said partnering with product directorate personnel is also very important.

"We work with the product directorates as a team from start to finish," he said. "This makes a smooth transition from the task definition to contract award. Focus is always on the customer."

"The Partnership is all about positioning the base in the most positive light, and they saw that FAST does just that," he said. "The longevity of this center in the years to come will be how valuable we are to the war fighter, that's the end result and that's what FAST is doing for us."

The 21st Century Partnership is a non-profit organization funded by individuals and organizations committed to ensuring the continued viability of Robins Air Force Base.

The FAST Program Office narrowly beat out the F-15 Eagle Control Team, which was the runner-up for the award.

## Time to save daylight

Daylight-saving time will be effective at 2 a.m. Sunday. Clocks will be set forward one hour. Employees on a shift when DST goes into effect will be credited with the actual number of hours they work. The hour lost due to the change will be charged to annual leave or leave without pay as applicable. When one hour of leave is charged due to the change to DST, the exact hour of absence 2 a.m. to 3 a.m. should be shown on the time and attendance report.

Questions should be referred to your servicing employee relations specialist in the civilian personnel office at 926-5802 or 926-0677.



## AFAF continues through next week

The Air Force Assistance Fund campaign continues until April 12. The base's goal for this year is \$71,319. To date, Robins has collected \$66,662.45.

The campaign is an Air Force-wide annual event to raise money for four charities. These charities benefit active duty, Guard, Reserve and retired Air Force people, and their families. Anyone wishing to donate to the campaign may do so by contacting their unit project officer. Installation project officer for this year's AFAF campaign is 2nd Lt. Tammy Foster. She can be reached at 327-7364.

See page A-2 for a listing of the latest statistics for this year's drive.

# Robins bucks AFMC retirement trend

## AFMC News Service

Air Force Materiel Command, overall, had nearly 1,200 more civilian employees retire in fiscal year 2001 than experts had predicted. This has work force shaping officials at some installations shifting recruiting efforts into high gear. At Robins, this was not the case.

"Our attrition rate here at Robins has stayed pretty much the same for the last three years," said Deborah Palmer, with the 78th Support Group Civilian Personnel Office.

In fiscal 2001, 2,582 AFMC civilian employees — about 4.7 percent of the civilian population — retired. Command work force shaping officials, using a projected loss model to predict potential retirements, estimated only 2.6 percent in retirements.

"This has potentially serious implications because we used our loss model to develop our accession plan where we try to determine how many

positions we need to fill in a given year and start making plans for that," said Polly Sweet, AFMC's work force shaping chief.

"If we continue down this road, we could get all the new hires we initially estimated and still come up short of what we actually need. The bottom line is we need to do more than we thought we did."

Sweet said about a year or so ago, a Human Capital Crisis report came out from the General Accounting Office in Washington, D.C., talking about government employees and a looming retirement bulge. Then, over time, they said it's not really as bad as it seems because fewer people are retiring than they'd thought.

"That's not the case within AFMC," Sweet said.

"We're experiencing more than what actuarial evidence would let you believe," she said.

Office of Personnel Management officials in Washington recently report-

ed that for 2001, there was only a 2.8 percent retirement rate for all full-time permanent federal employees government wide. They projected a 3.4 percent rate.

"But the Defense Department overall experienced more of a reduction, so it's not unreasonable to assume that DOD would have a worse problem than the government as a whole because we've pushed so many people out during the last 10 years," Sweet said.

To battle the now-bigger retirement problem, Sweet said command officials are putting more emphasis on recruiting.

But despite the sometimes bigger-than-life recruiting struggle, Sweet said there is some light at the end of a very long tunnel. For the first time in the past five years, new hires outnumbered separations. She reported 4,745 new hires in fiscal year 2001, just slightly more than fiscal 2000, which logged 4,703.

## Ergonomics can reduce injury rates, cost

By Lanorris Askew  
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Skip Olson, a physical therapist, certified industrial ergonomist and founder of a company called Ergo Options, arrived at the Warner Robins Air Logistics Center on March 26, to lend a helping hand in the center's ergonomics effort.

This effort includes the reduction of work-related musculoskeletal disorders and associated compensation costs, while improving productivity by supporting the lean production initiative.

Maryann Gahhos, ergonomics program manager, said Olson, has helped the Navy and a number of industries form ergonomic programs that have improved overall work environments, reduced occupational illnesses and injuries, and enhanced productivity.

He said that his visit is a fact-finding mission to get to know Robins.

"My goals while here are to gather information, meet with the people to see what is being done, document

what is being done and identify what needs to be changed," he said.

On March 27, Olson spoke to the Ergonomics Working Group, which is composed of representatives from the 78th Medical Group, safety and various directorates on base.

During this training Olson stressed that ergonomics is not just an injury-prevention tool, but also a tool that enhances human productivity.

During his week-long stay he visited a number of directorates to look at work processes and talk to the employees about their ergonomic concerns. Olson also provided several training sessions for engineers from several directorates.

On a return trip planned for May, he said he will present a master plan to upper management from the information he gathered and provide train-

ing necessary to implement an effective ergonomics process.

Olson defined ergonomics as the enhancement of all aspects of human performance accomplished through design of work, so that only desired behavior is allowed.

"Robins is headed in the right direction," said Olson. "There are a lot of good things going on here in some areas but there are many challenges yet to be met."

Olson said there are a number of groups who are making great strides in ergonomics and another goal is to get all aspects of the organization involved in the program.

He added that annual funding for the EWG is essential to a successful ergonomics program.

He and Gahhos agreed that if Robins practices the theory that workers are the most important assets and that lean production is a key to success, then ergonomics could play a key role in reducing injuries and illnesses, in minimizing costs and in enhancing productivity.



Olson

## 2002 AIR FORCE ASSISTANCE FUND CAMPAIGN CONTRIBUTION STATS

Unit	Percentage of goal met as of Wednesday at 5 p.m.
78 ABW/CCEA	153%
78 MDG	80%
78 SPTG	126%
78 OSS	29%
78 LG	119%
78/778 CEG	85%
OSI	27%
ALC/CCEA/CCD	153%
ALC/FM	180%
ALC/LN	105%
ALC/IG	300%
ALC/LR	166%
ALC/LH	333%
ALC/LI	8%
ALC/LK	390%
ALC/LB	200%
ALC/LG	273%
ALC/QL	273%
ALC/PK	99%
ALC/TI	176%
ALC/PA	455%
ALC/LJ	250%
ALC/LU	166%
ALC/XP	231%
ALC/LA	184%
ALC/RE	1,235%
ALC/SE	718%
ALC/LE	107%
ALC/JA	92%
ALC/BC	100%
ALC/LY	159%
ALC/LIP	23%
ALC/LF	175%
ALC/EM	307%
HQ AFRC	166%
93 ACW	80%
5 CCG	65%
653 CLSS	76%
19 ARG	69%
367 RG	92%
339 FTS	4%
ROBINS AFB	93%

\* Units not listed have turned in 0 percent of goal as of 5 p.m. Wednesday

## ROBINS BRIEFS

### MLA training dates set

Master labor agreement training for all supervisors and managers will be conducted at the base theater. Dates and times for the training are Monday and Tuesday, 8-11 a.m. and 1-4 p.m.; Thursday, 1-4 p.m. and 4-5 p.m.; and on April 12, 8-11 a.m.

There is no requirement to sign up for a specific time. Attendance will be docu-

mented using sign-in sheets for record of training provided. For more information, contact the Labor Relations Office at 926-7781.

### Road to be closed

Due to civil engineering construction requirements, Richard Ray Boulevard from Bldg. 360 to Beal Drive will be closed from April 22 until July 31.



U.S. Air Force photo by Sue Sapp

It is military courtesy to salute a commander's staff car as it passes by on the street.

### Saluting staff cars: A measure of military discipline

By Chris Zdrakas  
78th Air Base Wing

No one indicator can demonstrate with certainty how well Robins Air Force Base measures up as a disciplined, war-ready organization. But one simple act carries a strong message. That act is saluting officers' staff vehicles.

When a commander's staff car approaches, salute. A smart salute says you are on top of your game. A sharp, crisp salute portrays you as a professional — attentive, disciplined, proud to be in uniform.

The key to displaying the proper respect is attentiveness. Staff cars on Robins will not always stand out. You must be alert to your surroundings and cognizant of your senior leaders.

Robins' staff cars have placards indicating rank and position on the front bumpers. The key is to look for a placard on the front bumper. If the placard has stars or an eagle, salute.

# 315th Airlift Wing shuttle mission puts Air Force people in the fight

By Lt. Col. Chris King  
315th Airlift Wing Public Affairs

**OPERATION ENDURING FREEDOM** — At 32,000 feet above the Atlantic Ocean the shuttle flight from Charleston Air Force Base, S.C. to Rhein Main Air Base, Germany, was crowded. The cavernous interior of the C-17 aircraft was loaded with 69 passengers, crew and 43,000 pounds of cargo.

Most of the passengers were members of the Air Force Reserve, deploying to support operations in parts of the world thousands of miles from their homes. For many this was their first deployment. For all, the reality of being on the cutting edge in supporting Operation Enduring Freedom was taking on a new meaning.

The 315th shuttle operation has been flown by volunteer crews on a regular basis for the last several months according to the Operations Group Commander, Col. James B. Roberts.

"We fly the shuttle flight each week to get our people into the AOR," he said. "We found that for us it is the best way to get them to where they need to be."

Reserve crews from the 315th Airlift Wing have been at the front of the flying operation since the beginning of the war on terrorism Roberts said.

"There has been a great demand for C-17 crews since the beginning of the operation and that has put a strain on our people," he said. "We stepped up to the plate early with volunteers and have been able to keep that momentum going for several months now. The shuttle mission has helped us do that"

During the first six months of combat operations in Afghanistan, there were nearly 4,800 airlift missions, totaling nearly 100,000 flight hours. The missions moved more than 64,000 passengers and more than 125,000 tons of cargo into the Afghan theater of



U.S. Air Force photo by Staff Sgt. Jules Barklow

Reservists from the 315th Airlift Wing, Charleston AFB, S.C., ride in a C-17 Globemaster III earlier this week on their way to support Operation Enduring Freedom.

operations. A large number of those were C-17 missions according to Roberts.

Roberts said that the wing coordinates with Air Mobility Command on how many additional C-17 crews are needed to augment the active duty force and asks for volunteers to fill that need. The needed crews are not activated but serve for limited periods to fill the required number.

The process appears to be a success with both the Air Force and the C-17 Reserve crews.

"I knew from the start of this thing that we might be activated," said Lt. Col. Dave Cowan, a C-17 pilot going over to fly missions for the second time. "Being able to volunteer to help and getting over to the AOR on the shuttle flight is great way to get the job done for most of us."

"I fly for the airlines and with this schedule I can give the Air Force a few weeks, go back to the company, and come again in a month or so," he said.

While a successful part of the 315th C-17 operation, the shuttle mission is long and puts a strain on passengers and crews. It's the most efficient way to get reservists where they are most needed.

"This is the second time I have deployed since I have been in the Reserve," said Tech. Sgt. Todd Ruggles, a member of the 315th Airlift Wing, Aircraft Generation Squadron.

"As a maintenance team member we were not even on mobility status just a few months ago," he said. "Travel like this was new to us."

Ruggles said that deploying with other members of his unit on the reserve shuttle helps his people.

Wearing new desert battle dress uniforms and carrying M-16 assault rifles, Ruggles said that some of his troops were concerned about getting into the system and traveling with people we did not know.

"This shuttle flight is great for us," he said.

For more information, training or testimonials regarding LEAN, please contact the WR-ALC Re-Engineering Office at 926-0808.

# LEAN helps improve Robins' depot output

Continued from A-1

seven days to two shifts, five days and gave us room for a surge capability."

Introduced less than two years ago in select industrial areas here, LEAN has Robins leading the Department of Defense effort to improve depot output. Avionics Directorate engaged as the first test case, and other teams are applying lessons learned with double-digit increases in productivity.

Technology and Industrial Support, C-5, C-130 and F-15 aircraft repair directorates are now infusing LEAN principles to achieve greater productivity in their respective areas.

LEAN will take time to fully implement, but the process improvements rapidly realize payoff results. Neater, well-organized work areas, clear processes, and precise output goals are allowing the work force in one shop after another to focus its efforts on quality production.

## Top-level support

After studying LEAN at Robins up close, Wetekam declares he's committing himself and the center to embracing LEAN in all areas, including supply and administrative functions, and not just aircraft and parts production.

"Continuous improvement is the hallmark of any successful company," says Wetekam. "As Robins continues to be a world-wide leader in sustainment capabilities, we must improve our products to the customer. Products have to be delivered cheaper, faster and better or the customer will look for other providers."

Wetekam makes it clear that he is fully

*Wetekam declares he's committing himself and the center to embracing LEAN in all areas, including supply and administrative functions, and not just aircraft and parts production.*

committed to LEAN methods to improve the success and viability of the center. "I think LEAN plays a pivotal role in where Warner Robins Air Logistics Center is headed," he says enthusiastically. "It's critical to our future. Robins Air Force Base is dedicated to providing a better product for the war fighter, and LEAN is a tool that can make that happen."

Implementing LEAN techniques is a proven way for companies to manage their business to top performance in industry. It is rooted in simple principles such as allowing customers to decide what is best for them; organizing and understanding processes; and striving to improve the price, timeliness and quality of end products.

LEAN maximizes labor efficiency of the front-line workers. It's intent is not to reduce work force, but to concentrate worker skills to greater productivity — translating to more, not less, work awarded to a company.

With the emphasis on mission-capable rates of Air Force fleets, and competing demands for precious dollars, Wetekam is convinced that the LEAN potential can satisfy the appetite of even the most demanding customer.

"Robins is the center of choice for depot repair and LEAN process management will solidify that position."

*"Without LEAN we'll just keep the status quo. We'll continue to fight for workload. We will be successful in some cases and in others we will not. LEAN allows us to compete for future workload on a much stronger basis."*

Maj. Gen Donald J. Wetekam  
WR-ALC commander



U.S. Air Force photo by Sue Sapp

William Lawson works on an AFT torque box panel in the F-15 Wing Shop in the Technology and Industrial Support Directorate.

## Getting some LEAN answers

### Why LEAN?

Businesses are still searching for the formula for sustainable growth and success after the downsizing and re-engineering trends of the 1980s and 1990s, according to James Womack and Daniel Jones, authors of "LEAN Thinking." LEAN provides the tools to potentially double productivity while stabilizing labor needs. Wetekam believes that "LEAN is (our) most powerful tool for process improvement."

### Who else does LEAN? How does Robins stack up?

Pioneered by Toyota, LEAN thinking made its way into business and industry throughout America, and is alive and well today at the Air Logistics Center. The aviation industry was quick to catch on, and many of Robins' partners in logistics have embraced LEAN, including Boeing, Lockheed Martin, Northrop Grumman, Pratt and Whitney, and Rolls Royce. Wetekam says Robins leads the way in sustainment of Air Force systems. "Robins is at the forefront of LEAN development in the Air Force. Other centers are coming here to see how we're doing it."

1st Lt. Kim Kallstrom, lead change agent in the C-141 directorate, notes, "LEAN makes good sense, and as a result the LEAN concepts are being put to use in a wide variety of industries and services. For example, Taco Bell on Russell Parkway recently changed from an assembly line to a work cell that uses visual controls." Kallstrom also notes that successful implementation of LEAN could make the center more competitive for future workload.

### How is WR-ALC doing it?

Implementing LEAN at Robins requires significant work and planning. WR-ALC Re-Engineering, the focal point for the LEAN process, describes the process:

Product directorates set up a "LEAN Team" with facilitators to identify then prioritize the processes being "LEANed." Front-line workers receive LEAN training and start working LEAN "events" to define the current, future and ideal processes. Once complete, the team implements the changes needed by clearing and cleaning-up work areas, re-organizing, and eliminating steps that otherwise bog down productivity.

"It's that simple!" says Lt. Col. Calvin Butts, director of Re-Engineering. "The concept is very basic but that's why it works; it's not complicated and bureaucratic. Employees are engaged and they see the fruits of their labor."

"We have had successes working LEAN

More answers on Page A-5

# Getting some LEAN answers

## Continued from A-4

into the production areas in aircraft, avionics and industrial support,” Butts continues. “Positive results are consistently achieved when we follow the LEAN methodology and apply it with discipline, but it’s only the beginning. We need to apply LEAN strategically, across the whole ALC, including all the supporting areas — to really tap into its potential for improving productivity and providing greater value for the war fighter.”

LEAN can improve performance throughout the ALC, says Wetekam. “LEAN will apply to our admin processes, supply chain management, product support, and all facets of what we do here at the depot. Clearly, we are going to focus our initial efforts on industrial areas. Then, we’ll look at other issues in product support and supply chain management that will be served by LEAN deployment.”

## Can we implement LEAN faster?

“We’d love to,” admits Wetekam. “The problem is, we only have so many resources we can dedicate to it at one time, and we need to manage the change effectively. By relative measure, we’re moving with lightning speed, but we have to do it well.”

## How does everyone fit into implementing LEAN?

LEAN requires an initial commitment of time and resources from workers and

managers.

The process may require retooling and reshaping the workplace, but also asks the worker to rethink the entire process. They get to “clean the slate and start over,” at least conceptually, according to Jimmy Beeland, Avionics lead change agent.

Worker involvement and commitment are critical to the success of LEAN according to Beeland. “If employees are involved in developing the future-state process, (then) they are more receptive to the change that comes along.”

LEAN can significantly change a workplace by improving the organization of work, simplifying the process and reducing waste. “Avionics has one of the most robust LEAN programs at the depot and we are seeing great success in process improvement and increased efficiency,” says Beeland.

## Are we getting results?

To date, \$440,000 has been saved by the F-15s production just by making special storage cabinets for parts and panels. In the C-130 flight control area, flow time was cut by 40 percent, from nearly two weeks to just a few days. C-5 pylon shop has reduced flow time from 23 days to 14. Technology and Industrial Support cut F-15 wing repairs from 37 days to around a week. And the Avionics LANTIRN team

reduced flow time by 45 percent for critical war fighter equipment.

While results are sometimes difficult to quantify into dollar or time amounts, the war fighter is seeing the benefit, says the Re-Engineering Office. The overall objective is to reduce cycle-time/flow days for our F-15s, C-130s, C-141s and C-5s, which will get them back to the war fighter faster, with cost-savings.

## What’s next?

“We have to share our success and knowledge with the rest of the center,” says Wetekam. “We’ve improved core depot process, and improved the product to the customer. Our main focus has been to reduce flow days, beyond that — reducing cost, becoming more efficient with material use, and using less material — are our goals. Improving quality is equally important. It’s not just how fast we produce something, it’s at what cost. Deploying LEAN can affect all those areas, not just flow days.”

Wetekam promises to share the knowledge and lessons learned with the rest of the center. “We have to systematically take the success that we’ve had, and we have a significant level of success — 100-percent success rate everywhere we’ve tried LEAN. We have to take these pocketed successes and deploy the lessons systematically throughout the center.”

Wetekam believes his big challenge “is to build on the LEAN successes and get it out there to all the potential

beneficiaries. I am excited about the possibility of going beyond our industrial shops.”

## How will LEAN help our future?

While the future may be unclear in some areas, Wetekam says the writing on the wall includes

LEAN no matter what else happens. It’s unmistakably clear that Wetekam sees a major role for LEAN at the ALC, and not just in the depot area.

“We have a shortage of people in the supply chain management and product support areas. We are not going to get more people for those areas,” he explains.

“LEAN has the potential to streamline our process and make us more efficient. This will allow us to maximize our workload with the work force we have today. It’s not really more with less, but the truth is we’ve seen some success here.”

Robins is reacting to the law of diminishing returns. Without some change, Robins can’t continue to improve its productivity. “Without LEAN we’ll just keep the status quo,” he explains. “We’ll continue to fight for workload. We will be successful in some cases and in others we will not. LEAN allows us to compete for future workload on a much stronger basis.”

## Is there much resistance to overcome?

Wetekam recognizes that resistance to change is normal.

“People get comfortable doing a job a certain way. LEAN asks them to step out of that comfort zone and see if there is a better way to work.”

He admits to initially approaching LEAN with his own skepticism, but notes that attitudes change when the program starts working.

“Across every area where we’ve deployed LEAN, we have seen measurable improvements. With that, I think, the skepticism goes by the wayside. ...We are head-

ed into uncharted waters in our aircraft lines, where we are applying LEAN to probably the most complex repair processes — core programmed depot maintenance, or PDM. We’ve seen success in PDM lines, but the core PDM will be the toughest to do.

“It’s going to take a lot of effort and some time, but after what I have seen elsewhere on the base — it’s doable.”

## Is LEAN just the latest management fad?

“That’s a question I asked myself,” says Wetekam. “The thing that put my skepticism aside was when I real-

ly dug into the constituent parts of LEAN. It’s common sense, together with good leadership and management. It’s eliminating waste, putting things where they belong. It’s mapping what we do, and then eliminating everything that doesn’t add value to that. That’s good common sense and that’s what appeals to me.

“The real issue with LEAN is focusing on the output. We have learned from our other process improvement initiatives that they were too heavily focused on the internal processes themselves, and not on the output. Our focus in LEAN is getting the quality aircraft out the door, while meeting our cost target.”

## LEAN Principles

- ✓ Value – Defined by the customer
- ✓ Value Stream – ID steps to create Value
- ✓ Flow – Keep products and resources moving
- ✓ Pull – Customer determines production schedule
- ✓ Perfection – Continuous improvement



Courtesy photo

Staff Sgt. Christopher Smith, in the desert camouflage uniform, offers some corned beef hash from a meals ready-to-eat package to students at Byron Elementary during their visit.

## 51st participates in show and tell

By Tech. Sgt. Andrew Gates  
5th CCG Public Affairs

When the fifth graders at Byron Elementary School sent letters to the men and women participating in Operation Enduring Freedom, they never imagined they would be “invaded.”

“We wanted to show the class what we do, how we eat and where we live when we’re deployed,” said Staff Sgt. Christopher Smith, 51st Combat Communications Squadron. He and five other squadron members were the ‘invasion’ force, setting up a mini-communications site in the back yard of the school, in part to thank the students for their efforts in helping keep up morale during recent operations.

“This initially started as part of a senior service project,” said Vanessa Alman, student teacher, and the person who taught, and encouraged, the students to write to the deployed troops. “I started by teaching them all the elements of a letter – for example, how to use paragraphs and how to indent. Once the students learned that, I taught them how to use a computer to write their letters, to put in artwork and to save the letters.”

The effort paid off immediately for the students in the short term. “I thought it was a nice way to talk to the airmen and make them feel happy and appreciated for what they were doing,” said Nichole Damron, one of the students.

Ryan Woodman, another student, agrees. “I felt good for sending the letter – I felt very patriotic.”

The 51st visit provided closure for the letter-writing campaign, said Alman, as well as teaching a bit more about military life.

The unit set up a Tropo Satellite Support Radio, a generator, a tent and a number of telephones. “We also set up a number of different



Courtesy photo

Staff Sgt. Christopher Smith, 51st Combat Communications Squadron, hitches up a field phone at Byron Elementary School during a visit.

meals ready-to-eat and some camouflage face paint, so the kids could get some idea of what we might experience in the field,” said Smith.

The students enjoyed the activities a great deal. “I liked the telephones, because I like to talk,” said Katie Bronson. She was a bit less than enthusiastic about the MREs she saw. “The MREs looked barfy. I don’t think they looked particularly edible.”

The event was very meaningful for the six people who participated, said Smith. “Without the community we wouldn’t have a military. Too many times, people hear about the bad things in the military – the high operations tempos, the deployments and the separations. People need to see the professional side of the job, and why it is an important and worthwhile career.”

Senior Airman Matthew Jones agrees. “My parents are teachers,” he said. “I like doing this – I really like the kids. This was really great!”

## C-17 supports Enduring Freedom

The world is observing our premier warriors — U.S. armed forces with our allies — deliver justice in Afghanistan, the Philippines and beyond.

The C-17 Globemaster III strategic airlifter is proving itself as a much-needed and valued national asset as it delivers military capability to front line actions and, most notably, the delivery of humanitarian relief in parallel with combat operations. Permit me to share some of the unique capabilities of this jet and the early success stories we've heard from the men and women supporting Operation Enduring Freedom.

### C-17 is unique

First, let's review of some of the unique capabilities of the C-17. This jet is a strategic airlifter designed for operations in tactical environments with the ability to deliver oversized and outsized cargo into relatively short, paved or unpaved, runways (3,000 to 5,000 feet in length).

Requiring limited to no ground support facilities, the C-17 operates on narrow taxiways (as low as 90

*All of us involved in using, producing, sustaining and improving this jet take great pride in it and the people that make it all happen.*

**Lt. Col. Paul Dunbar**  
director, C-17 System Support Management Directorate



feet wide) and is ground maneuverable in cramped parking ramp space. Without backing up, the aircraft can make a 180-degree turn on a runway as narrow as 116 feet, but more impressively, complete the same turn in 80 feet using a star turn (with backing).

Operators flying into the Central Asia area of responsibility appreciate the aircraft's steep approach capability. Engine exhaust directed onto the large flaps generates lift allowing steep approaches at slow air speeds.

Those of you who may have seen the C-17 on static display at last year's Robins Air Force Base Air Show may have taken note

of the cargo compartment's flexibility. The rail and roller system can accommodate either single or dual row palletized cargo. Seating is available for 102 passengers. The aircraft can be configured for up to 36 litter patients for aeromedical support. The C-17 carries outsized cargo, such as the M1 tank.

The near rectangular cross section of the cargo compartment allows six large trucks to be loaded — the equivalent of six C-130 loads.

The block 12 production aircraft adds an extended-range fuel capability and provides a maximum payload of 164,900 pounds with a range of 2,900 nautical miles.

### Designed for Enduring Freedom

This jet was designed for the type of missions Enduring Freedom demands; it shows in the current high operations tempo required of the fleet.

We recently hosted a C-17 Executive Program Management Review at Robins AFB — a special biannual meeting — where we involve our customers (Air Mobility Command, Air Education and Training Command, Air National Guard and the United Kingdom) to receive feedback on successes and needed improvements to the aircraft and its support system. We primarily heard accolades from our customers, in particular the Airlift Wings involved in OEF.

Emphasis was placed on the importance of extended-range capability of our newest block 12 aircraft and the need to equip more C-17s with the center wing fuel tank.

The ER capability has not only proven its value in increased aircraft range, it also provides the Air Force the option to use the extra capacity to deliver fuel to

austere locations. The reliability of the jet was highlighted with its high departure reliability rate around the globe.

Even though we have experienced some readiness spares limitations, the supply managers and contract suppliers have stepped up and done a tremendous job filling the gaps and improving the velocity in the repair and resupply process to support OEF.

### Improving on a good thing

Desired improvements to the jet are already being worked with AMC as a result of Operation Enduring Freedom lessons learned.

Beyond addressing combat mission need statements as they are generated, we have structured team reviews and processes to discuss and prioritize needed improvements.

The C-17 Crewmember Operational Requirements Team reviews and prioritizes aircraft areas for improvement from an operator perspective. The C-17 Supportability and Operations Review Team reviews and prioritizes

areas for improvement from a logistics support perspective. These priorities are racked and stacked with our modernization initiatives in the Headquarters AMC Requirements and Prioritization Council reviews conducted prior to annual HQ AMC Program Objective Memorandum builds.

Through these prioritization and funding processes, we're assuring the C-17 will continue to provide our nation the world's premier airlift capability — anywhere, anytime, anyplace.

All of us involved in using, producing, sustaining and improving this jet take great pride in it and the people that make it all happen.

This includes you, the important people at Robins AFB supporting the aircraft's common avionics, electronic warfare systems, software, peculiar and common support equipment, technical orders, analytic condition inspections and aircraft damage repair. You are an important part of the C-17 Team.

Whatever your job, help us continue to keep the C-17s rolling.

## Commanders' Action Line



**Col. Bonnie Cirrincione**  
Commander  
78th Air Base Wing

*Action Line is an open door program for Robins Air Force Base personnel to ask questions, make suggestions or give kudos to make Robins a better place to work and live. Please remember that the most efficient and effective way to resolve a problem or complaint is to directly contact the organization responsible. This gives the organization a chance to help you, as well as a chance to improve their processes.*

*To contact the Action Line, call 926-2886 day or night, or for quickest response e-mail to one of the following addresses: If sending from a military e-mail system select, Robins Commanders Action Line from the Global Address List. If sending from a commercial e-mail account (AOL, AT+T, CompuServe, Earthlink, etc.), use [action.line@robins.af.mil](mailto:action.line@robins.af.mil). Readers can also access Action Line by visiting the Robins AFB homepage on the World Wide Web at <https://www.mil.robins.af.mil/action-line.htm>.*

*Please include your name and a way of reaching you so we can provide a direct response. Action Line items of general interest to the Robins community will be printed in the Rev-Up. Anonymous Action Lines will not be processed.*



**Maj. Gen. Donald Wetekam**  
Commander  
Warner Robins  
Air Logistics Center

### Setting appointments

**Q:** I imagine you may have already received some calls on this, but I got a call from my doctors office the other morning that I needed to make an appointment with my primary physician.

I called to make an appointment and was told there is not a calendar available and to call back the next day, which I did; and they still didn't have a calendar available.

Then they told me to call the next day, which I did; and they still didn't have it available. I feel sorry for the people that are trying to make appointments because it is very frustrating.

**A: Col. Cirrincione responds:** We are sorry for the frustrations you experienced with trying to book a routine appointment. We have set a goal to have a 30-day schedule available to our appointment clerks. Unfortunately, we experienced some problems with our March and April schedules due to changes in staff.

We have resolved those scheduling problems, and we are now monitoring the schedules to ensure appointments are available for our clerks to book. Last month, we also initiated a new system on our appointment lines that provides feed-

back to our customers about waiting times to have their calls answered.

We are experiencing some growing pains with this new system and are looking at some corrective measures. Our objective continues to be to set up the best appointment system in the Air Force.

As we make improvements there may be some glitches, but we will continually strive to improve our service.

### 'Let's Roll' for America

**Q:** I work in the F-15 product directorate. Would you consider putting the nose art on the F-15 in front of Bldg 215?

"America's two-word marching order in the fight against terrorism will be displayed on various aircraft throughout the Air Force as a way of recognizing the heroes and victims of the Sept. 11 attacks on the United States.

"The words were made famous by Todd Beamer, a passenger on Flight 93. Beamer, a 32-year-old businessman, Sunday school teacher, husband, father and hero, led other passengers in fighting terrorists for control of Flight 93 before it crashed into a field in western Pennsylvania. He was overheard on a cellular phone reciting the Lord's Prayer and saying 'Let's roll!' as passengers

charged the terrorists."

### A: Maj. Gen. Wetekam responds:

Thank you for your idea for implementing the "Let's Roll" logo at Robins. I have researched your information and received guidance that we can put the logo on one museum aircraft per museum location. I have made the decision to place the logo on the F-15 static aircraft that is located in front of Bldg. 215.

Per the chief of staff of the Air Force guidance, the logo will remain on the aircraft until the first anniversary of the attacks.

### Handicapped parking

**Q:** Is there any possibility of adding one or more handicapped parking slots to the lone one in the parking lot at the corner of Warner Robins Street and Third Street?

The single handicap slot is not van accessible and individuals frequently back into the adjacent slot making access difficult for van individuals.

**A: Col. Cirrincione responds:** The possibility for additional handicapped parking always exists, and I'm going to take advantage of our existing process on reserved parking to provide the appropriate solution.

The procedure for requesting handicapped parking spots and other reserved parking spots is to ask your parking monitor to provide a copy of the handicapped base decal with an Air Force Form 332 and map of the specific area to the 78th Civil Engineer Customer Service Flight.

You can also call 926-5657 to get this information. But since your directorate does not have a parking monitor, to help start this approach, our traffic engineer contacted your deputy director to resolve the handicapped-parking situation in this parking lot.

Your deputy director then designated a parking monitor so that the 78th Civil Engineer Group will be able to coordinate more efficiently with your directorate and better help your people.

The new designee will now submit an AF Form 332 in accordance with the above procedure and work your concern on your behalf through the established process.

In the future, if you have any more parking concerns, contact your parking monitor or facility manager who will help you with the process of modifying the parking lot. If you have any questions concerning this matter, contact our traffic engineer, 1st Lt. Josh Knowles, at 926-5820, ext. 180.



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# TRICARE Prime beneficiaries may get reimbursement

## Specialty care referrals now eligible to have travel expenses paid

### TRICARE office

TRICARE Prime beneficiaries referred to a physician more than 100 miles from their primary care manager for specialty care may be eligible to have their actual travel expenses reimbursed by TRICARE.

Under provisions of the 2001 National Defense Authorization Act, travel reimbursement is retroactive to Oct. 30, 2000, for Prime enrollees who are referred more than 100 miles from their PCM's office for medically necessary specialty care.

To qualify for retroactive reimbursement, beneficiaries must have travel orders for or documentation reflecting past referred specialty care prepared by a TRICARE representative.

The representative must have been at the military treatment facility where enrolled, or from a regional lead agent representative, if the patient's PCM is a civilian provider.

The MTF or regional lead agent representative is responsible for ensuring that a valid referral exists before issuing travel orders or authorizing reimbursement.

### File a claim

To file a travel reimbursement claim, beneficiaries should submit the appropriate original receipt, a completed reimbursement form,

and the original copy of their orders issued by the MTF or lead agent.

Beneficiaries may receive reimbursement after completing and submitting these items to the 78th Medical Group Resource Management Office, co-located in Bldg. 700 with the TRICARE service center.

The new Prime enrollee travel entitlement does not apply to travel expenses incurred by active duty uniformed services members, or active duty family members residing with their sponsors overseas.

It also does not apply to travel costs of beneficiaries referred under Department of Defense specialized treatment programs, which are reimbursed by other travel entitlements.

Nor does it apply to trans-

portation expenses resulting from emergency care covered under the basic TRICARE standard benefit.

### Get help at local MTF

TRICARE Prime beneficiaries seeking reimbursement for travel expenses incurred for obtaining referred specialty care may contact their local MTF or lead agent beneficiary counseling and assistance coordinator for assistance.

The 78th Medical Group

Resource Management points of contact are Staff Sgt. Michelle Godette-Joseph at 327-8379 and Staff Sgt. Karen Harris at 327-8374. Telephone numbers and addresses for DOD-wide BCACs are available on the Web at <http://www.tricare.osd.mil/tricare/beneficiary/BCACDirectory.htm>.

The 2002 NDAA, signed into law by President Bush on Dec. 28, authorizes travel orders and reimbursement for one non-medical attendant,

under certain conditions. TRICARE Prime enrollees who travel with a non-medical attendant should save travel and lodging receipts for themselves and the non-medical attendant.

The new non-medical attendant travel benefit will be implemented this month and will be retroactive to Dec. 28, 2001.

Specific details of the non-medical attendant travel benefit will be available soon at <http://www.tricare.osd.mil>.

## Clinic tries improved scheduling

By Chris Zdrakas  
[chris.zdrakas@robins.af.mil](mailto:chris.zdrakas@robins.af.mil)

The 78th Medical Group Pediatric Clinic will experiment with a scheduling system it said could improve clinic access and patient satisfaction.

A trial scheduling period for the system known as Advanced Access will begin Monday. The system's goal is to "do today's work today," said Dr. Hector F. Davila, medical director of pediatrics.

"The system calls for coming as close as possible to matching daily demand — patient calls — and daily supply — appointment availability — rather than scheduling appointments days and even weeks out. That means the system will attempt to see patients the day they call.

"Advanced Access is being used in several military and civilian clinics with great success, and we are excited that the Robins Pediatric Clinic will be a part of taking care of our children's needs today," Davila said.

The clinic reminds patients it has nurses and other health care providers available who will discuss plans for home care in lieu of a clinic visit.

"Patient cooperation and support are essential if the new system is to work," Davila said. "We ask that patients who call Monday be prepared to accept the same-day appointment time that is offered."

For well baby appointments, attention deficit disorder follow-ups, wart care, sports physicals or any routine care, patients may call after 10:30 a.m. Monday through Friday. Doing so will give the clinic the chance to schedule the sicker patients first and decrease waiting times for problems of a less serious nature.

Anyone with questions should call the pediatric clinic at 327-8219. Patients should remember to arrive on time, bring shot records and have their gold TRICARE cards with them.



## Household safety prevents fire hazards

**Robins AFB Fire Department**

Making a few simple adjustments in the home or workplace can keep everyone safe by eliminating possible fire hazards. Those in the firefighting field call these adjustments good housekeeping practices.

Fire safety and fire hazards are affected by a variety of conditions, from the way people organize storage to the chemicals that are kept around the house and work area.

Keeping storage areas in an orderly manner is a start toward a fire-safe environment, according to fire officials. Proper storage of cleaning supplies, flammables and combustibles is also important.

Combustibles should not be stored around water heaters and furnace units; in mechanical, electrical or boiler rooms; or under stairwells. Flammable liquids must be kept in safe containers, and away from all sources of ignition.

Gasoline is often misused, posing a fire threat both inside and outside the home, officials said. It should not be stored inside the home or work area or used to clean mechanical parts. Many people use gasoline to kill fire ants around the home, which should not be done, officials said.

Improperly stored power equipment can also pose a fire hazard. To be safe, ensure all power equipment and associated items are stored safely.

Lawnmowers should be stored, and all fueling must be done, outdoors where dangerous vapors have ample ventilation.

Proper use and storage of barbecue grills is also important for fire safety. Never use grills inside the home, garage or any structural building, officials said. Do not use under balconies, carports or under the eaves of any structure. Use extreme caution when using charcoal lighter fluid, and never use gasoline or any other flammable to ignite charcoal. When finished cooking, wet down all coals and ashes with water to eliminate any fire or sparks. Make sure all coals and ashes are cold and removed from the grill prior to storing inside the garage or storage shed.

Barbecue grills that use propane tanks must be stored outside. Never store propane tanks inside any structure, officials said. Ensure when cooking is complete, that the main gas control valve on the tank has been closed and the unit allowed cooling down, prior to storage.

Good housekeeping and cleanliness are essential factors in preventing workplace and home fires. For additional information, call the fire prevention office at 926-2145.

## Robins Elementary Science fair Boggles the mind

U.S. Air Force photos by Sue Sapp

Students in grades four through six showed off their intellectual imagination at the Robins Elementary School Science Fair. At right, Joseph Clark, sixth grade, shows off his project. Clark compared the effectiveness of different types of yeast. There were a total of 187 projects at the fair. Students in Kindergarten through third grade completed class projects while students in grades four through six completed individual projects.



## Motorcycle riders responsible for own safety on the road

### Robins Air Force Base offers MSF course

By Bill Morrow  
WR-ALC Safety Office

For many, motorcycling is a year-round activity, for others riding their bike comes and goes with the seasons. Spring traditionally heralds a new riding season for many motorcyclists.

It's also an opportune time to talk safety and motorcycling.

As far as motorcycle safety is concerned, the number seven is important. Seven is the number of Air Force members killed in motorcycle mishaps since the beginning of the fiscal year, October 2001, based on statistics from the Air Force Safety Center. The number of fatalities for the same period last year was three.

If these losses continue at the same rate the number of fatalities for this fiscal year will equal the cumulative total of 1998 and 1995, 15.

This trend is significantly ahead of the five-year average of 9.8 fatalities per year.

A review of the mishap data indicates most of the fatalities are in the insurance risk age group of those younger than 26. They were all airmen except for a 30-something staff sergeant and a 40-something master sergeant.

All the victims were male. Most of the victims, "lost control" and struck something like a concrete barrier, utility pole, another motorcycle or automobile.

One victim was the result of an automobile turning left in front of the oncoming motorcyclist.

According to the preliminary mishap investigations, one motorcyclist had a positive blood alcohol test of 1.5, while three others are still pending results. All were in an off-duty status.

Three died in one weekend. Based on the statistical information available, almost all the mishaps were within the control of the operator of the motorcycle.

Motorcyclists assume a higher risk because they are less protected from the dangers around them. They have no frame surrounding them to protect their bodies in a collision.

As a result of this higher risk and the need to protect resources, the Air Force requires additional training for those who ride motorcycles. Courses offered by the Motorcycle Safety Foundation pass on experiences learned from mishaps in the form of skills, to give motorcyclists an edge on the road. Robins Air Force Base offers the MSF Experienced Rider Course.

Ultimately, the decision of how to

ride rests with the motorcyclist. Being aware of road, weather and traffic conditions as well as driving

within limitations can keep motorcyclists out of trouble with other road users. In a confrontation of almost any definition, if you're on a motorcycle the odds generally are not in your favor.

Riding responsibility and riding safe is the best advice we as motorcyclist can demonstrate and share with others.



## Art contest lesson about environment for Robins Elementary

### Environmental Management

The Earth Day Grocery Bag Art Contest is an easy, cost-free environmental awareness project that teams youth and the Robins Air Force Base Commissary to protect our planet.

Robins Elementary will be participating in an art contest, using grocery bags donated by the base commissary. The students decorate the bags with Earth Day pictures and messages. Environmental Management's Earth Day Committee will judge the bags on artistic ability and environmental message and chose three winners from each class. All winners will receive Robins Earth Day T-shirts and will be announced

at the Environmental Awareness Fair on April 23. Most bags will be returned to the commissary and used on Earth Day, April 22, so grocery shoppers can take home an environmental message.

In 1999, Environmental Management added an addition to the bag contest. Of the 42 art contest winners, a bag was chosen by the directorate that would be used on the 2000 and 2001 Robins' Earth Day T-shirt.

Robins AFB Earth Day T-shirts are \$8 for adult sizes and \$6 for youth sizes. Environmental Management will sell T-shirts at the base restaurant 11 a.m. to 1 p.m. on April 17 and April 19, and at the base commissary on April 18. The shirts will also be sold at the Museum of Aviation during the Environmental Awareness Fair on April 23. The points of contact for the T-shirt sales are Terri Thirlaway at 926-1197, ext. 141, and Michelle Arnett at 926-1197, ext. 123.



Courtesy photo

Brittany Barnes, sixth grader at Robins Elementary in 2001, holds her winning T-shirt design in April 2001. Her design is on 2002 Robins Earth Day T-shirts and will also be the theme for the community billboard.

## TV SCHEDULE

These shows will air on Cox Cable channel 15.



### Friday

**Robins Report:** 8 p.m. – News from around base.

**Around Robins:** 8:30 p.m. –

On this week's Around Robins there will be an overview of an impromptu ceremony at the Museum of Aviation where Tiger Flight, a team of aviators dedicated to teaching children through flight, named retired Brig. Gen. Bob Scott as their honorary wing commander. John Anderson, the base golf pro, talks about proper foot alignment during the golf tips portion of the show. Lindy Kurtz, the base dietician, talks about how specific foods can stave off disease. There will also be a feature piece on the education center, highlighting some of the degree programs available on base. And on Wellness Discovery with Lt. Col. (Dr.) Laura Torres-Reyes, viewers can learn the pros and cons of dietary supplements.

**Inside Robins:** 9 p.m. – This week's Inside Robins highlights Opportunity Showcase.

### Sunday

12:30 p.m. - Robins Report  
1 p.m. - Around Robins  
1:30 p.m. - Inside Robins

### Monday

Noon - Robins Report  
12:30 p.m. - Around Robins  
1 p.m. - Inside Robins

## MOVIE SCHEDULE

### All shows begin at 7:30 p.m.

**Today – John Q (R)**

Starring Denzel Washington

John Q. Archibald's son, Michael, falls seriously ill and needs an emergency heart transplant operation. However, John Q. can't afford it and his health insurance won't cover it. He vows to do whatever it takes to keep his son alive. (violence, language and intense thematic elements)

**Saturday — Hart's War (R)**

Starring Brue Willis, Colin Farrell.

Set within a World War II Nazi concentration camp, Stalag Luft 13, Lt. Tommy Hart must defend a Tuskegee airman accused of murder in a camp trial. (some strong war violence and language)

**April 12 — Crossroads (PG-13)**

Starring Britney Spears, Anson Mount.

Lucy, Kit and Mimi, after eight years apart, rediscover their friendship on a cross-country trip. Along the way they gather experiences that will change their lives forever. (sexual content and brief teen drinking)

## SERVICES ANNOUNCEMENTS

### Customer Comments

The services division would like to remind its valued customers that their comments and suggestions are very important.

Customers are encouraged to fill out comment cards located in each Services facility and to leave comments and suggestions online at [www.robins.af.mil/services](http://www.robins.af.mil/services). Every 10th customer to submit a comment online will receive a free Robby the Robin stuffed toy.

Monthly drawings for \$10 in division dollars to use at any services facility will be conducted from the comment cards received. Some exclusions apply.

### Aero Club 926-4867

The Aero Club will host an open house 11 a.m. to 3 p.m. Saturday with free simulator time, discounted aviation items, free refreshments and a chance to win a free discovery flight.

### Enlisted Club 926-4515

Enjoy classic jazz 5-9 p.m. and top-40 music from 9 p.m. to 1:30 a.m. tonight, and country and Western music with D.J. Rachell Saturday night. Contact the club for times.

Brunch will be held 10 a.m. to 1:30 p.m. Sunday. This meal is complimentary to members, costs \$8.95 for guests and \$11.95 for nonmembers.

### Child Development Center 926-5805

A children's health fair is slated for today from 11 a.m. to 2 p.m. at Smith Community Center. Information will be available on child-friendly fitness equipment, nutrition, drug abuse and crime prevention, TRICARE and den-



tal care. Refreshments will be provided.

April is Month of the Robins Child. Purchase a commemorative T-shirt at the child development center. Cost for shirts is \$6 for children and \$7 for adult sizes small – XXL.

### Officers' Club 926-2670

Mongolian barbecue will be served 6-9 p.m. on April 16. Cost is \$9.95 for adults and \$4.95 for children.

### Information, Tickets and Travel 926-2945

Visit Information, Tickets and Travel through April 15 to enter for a chance to win a free seven-day luxury Caribbean cruise for two aboard one of Holland-America's five-star ships. ITT offers all-inclusive packages with Disney, Princess, Carnival and Alaska cruise.

ITT will host a yard sale 8 a.m. to 1 p.m. on April 13. Tables cost \$7 and may be set up at 7 a.m.

### Outdoor Recreation 926-4001

Hog hunting season on base will last through May 15. A \$10 base permit and base orientation is required. Call outdoor recreation for more information.

## FAMILY SUPPORT CENTER

Robins Air Force Base Family Support Center-sponsored classes, workshops, and seminars are open to all Team Robins Plus personnel and their eligible family members. Absences from duty sections to attend FSC offerings are the responsibility of the employee to coordinate with his/her supervisor. Because room assignments are subject to change, specific room numbers will be confirmed at the time of registration.

The FSC is located on Ninth Street in Bldg. 794, across the street just before the Robins Enlisted Club. Hours are 7:30 a.m.-4:30 p.m., Monday through Friday. For additional information, or to make a reservation, please call 926-1256.

### Resume construction

A workshop on resume construction will be conducted today, 9 a.m. to noon, Bldg. 905, Room 137.

To attend this workshop, participants must have attended the resume research and writing class. Participants bring prior job information to draw from as they are walked through the steps. The objective is to have a draft completed by workshop's end.

To register for this workshop, call 926-1256.

### Base and community tour

The center is sponsoring a base and community tour for all Team Robins Plus members and their eligible family members Wednesday, 8:30 a.m. to 4:30 p.m., starting at the center.

Participants will have an opportunity to visit and tour the center, skills development center, and the physical fitness center. The tour includes a "windshield" tour of Macon's downtown and residential historic district with commentary.

Lunch will be at a local restaurant in Macon. People will pay for their own lunch.

To make reservations, call 926-1256.

### Single parents group

The monthly Single Parents Networking Group meeting will be Wednesday, 11:30 a.m. to 1 p.m., base chapel annex.

This monthly lunch meeting is an opportunity for military single parents to network and form a support base. Advanced reservations are not required. Lunch is provided.

### Smooth move

The next smooth move workshop is Thursday, 8-11 a.m., in Bldg. 905, Room 123.

This program is designed for Air Force members on the move. It is three hours of information on how to get from here to there with the least amount of hassle, frustration and stress.

### TAP workshop

The next three-day Department of Labor-sponsored Transition Assistance Program workshop is April 15-17, 8:30 a.m. to 4:30 p.m. each day, Smith Community Center ballroom. Personnel leaving the military within the next six months need to sign up as soon as possible. Spouses are encouraged to attend.

Reservations are taken on first-come, first-serve basis within the appropriate separation or retirement dates. To make a reservation for this workshop, call 926-1256.

### Resume, research, writing

A workshop on resume research and writing will be conducted on April 19, 9 a.m. noon, Bldg. 905, Room 138.

### Job fair

The Georgia Department of Labor, and the center's Employment Resource Program and Transition Assistance Program are sponsoring a job fair on May 3, 10 a.m. to 3 p.m., American Legion Post, 172 Watson Blvd.

This job fair is open to veterans, the Warner Robins community, and all Team Robins Plus members and their eligible family

## Frequently asked questions

**How can I use Air Force aid during my military spouse's absence?**

If you have a general power of attorney, you may apply for Air Force aid assistance when separated from your military spouse. If not, the member will be contacted and if permission is granted, Air Force Aid Society assistance may be rendered. For more information, go to <http://www.robins.af.mil/fsc/Family%20Activities/guide.htm#What%20is%20the%20Air%20Force%20Aid%20Society?>



members seeking employment. Everyone attending the job fair is encouraged to bring copies of their resume. Dress for success.

### Nominate volunteer excellence

The volunteer excellence award is for federal civilians, family members, and military and federal retirees who perform outstanding volunteer community service of a sustained, direct, and consequential nature.

The volunteer service must be significant in character, produce tangible results and reflect favorably on the U.S. Air Force. To be awarded a VEA, eligible persons must be nominated by their supervisor or by the voluntary agency for which they donated their service, in the form of a memorandum.

Nominations will be one page, front only. Direct, fact-filled, results-oriented nominations are preferred. The nomination should emphasize the benefits realized by the volunteer service and include qualifying factors that are out of the ordinary. Period of consideration for nomination is the year 2002. Nomination packages will include on a separate page, name, office symbol and phone number of individual writing the package.

All Nominations must be submitted by April 20 to: Volunteer Resource Manager, 78MSS/DPF, ATTN: Diane Thielemann.

Questions may be directed to Thielemann at 926-1256.

NOTE: "Active duty military members are not eligible to be nominated for this award; the Military Outstanding Volunteer Service Medal is governed by AFI 36-2803, Chapter 6, Table 6.1. OPR for the MOVSM is 78 MSS/DPM."

### Golf tournament

The center boosters are sponsoring an airman's relief golf tournament on May 3, 1 p.m., Pine Oaks Golf Course. The tournament is a best ball handicap format. The cost is \$35 for Pine Oaks members and \$40 for non-members. Prices include two mulligans and one red bomber for men or four mulligans for lady golfers. The tournament is being held to raise money for the Airman's Relief Fund. For additional information, contact the center at 926-1256.

### New location

The loan closet, Airmen's Attic, Relocation Assistance Program and Volunteer Resource Program have moved to Bldg. 945, corner of Macon and 10th streets.

### Employment assistance

The Employment Assistance Program provides ways for military spouses, military family members, and displaced Department of Defense civilian personnel to identify skills and interest, plan careers, improve job search skills, and increase opportunities for employment or a career change.

For more information about this program or to schedule an appointment, call Doug Jones, career focus manager, at the center, at 926-1256.

## SPORTS BRIEFS

### Gen. Scott golf tourney

The sixth annual Gen. Robert L. Scott Jr. Birthday Golf Tournament and Evening Celebration will be held at Barrington Hall Golf Club in Macon on April 12. The tournament will include a noon lunch at the clubhouse, greens fees, riding cart, range balls, a distinctive commemorative golf shirt and an evening birthday celebration buffet. Golfers have a choice of an 8 a.m. or 1:30 p.m. tee time. The tournament fee is \$94 for players

and prizes will go to the top six teams. Proceeds from the 18-hole tournament benefit the Museum of Aviation. To register, golfers should call the Museum of Aviation Foundation at 923-6600.

### Youth Center 926-2110

Baseball and softball registration has been extended for children 7 through 16. Coaches are also needed. Call Ron Hayes at the youth center for more information.

●●●

A coaches' and girls' softball clinic is slated for April 12 and 13. Cost is \$20 for youth center members and \$30 for nonmembers. Call Ron Hayes at the youth center for more information.

### Fitness Center 926-2128

Kim Jones, National Federation of Professional Trainers-certified personal trainer, is available to fitness center members.

Cost is \$40 per hour-long session. Call 335-4928 or 722-0341 for more information.

### Pine Oaks Golf Course

926-4103

A glowball golf tournament is slated for Saturday with a 3 p.m. shotgun start. Play nine holes in the light and nine in the dark. Cost is \$30 for annual green fee members and \$35 for nonmembers. Teams should register with the golf course by Wednesday.

# Robins Chapel takes it to the mat

By Chris Zdrakas  
chris.zdrakas@robins.af.mil

In the fun version of sumo wrestling the Robins Chapel sponsored in cooperation with the base fitness center, getting into the bulky suit was one-third of the battle. The other two-thirds were standing up and staying up.

At 110 pounds, Warner Robins Air Logistics Center Command Chief Master Sgt. Kathy M. Mast — her head peeking from the opening of the suit, managed to knock her opponent down two of three rounds to win the exhibition match that opened the tournament. Mast competed against 120-pound 93rd Air Control Wing Command Chief Master Sgt. Susan A. Moore, in the match that both competitors said was just plain fun.

They participated to promote interest in the March 22 and 23 tournament and had an enthusiastic cheering section of about 40 people.

The cumbersome suits, consisting mostly of padding, made moving difficult. Mast and Moore moved by hopping, steadying themselves to avoid tipping over.

To win, participants had to either bump their opponents out of a circle or get the opponent down. Each match had a potential of being three rounds long, but if a competitor won the first two, he or she was declared the winner.

The biggest prize, a cup, went to the 54th Combat Communications Squadron, which defeated a 78th Medical Group team to win the squadron challenge. The 54th gets to keep the cup for a year and will return next year to defend its championship. Members of the winning team were Staff Sgt. Nathan Hudson, Staff Sgt. Ian Powell, Airman John Marceau and Senior Airman Eric Cullen.

Senior Airman Ilinda Price of the 653rd Combat Logistics Support Squadron won the women's championship, and Brian McKnight, a civilian with the 78th Civil Engineer Group, the men's championship.

The division winners took home trophies.

Chaplain (Maj.) Dennis

Hutson, acting base chaplain, said the tournament achieved what it set out to do — present some good clean fun and a healthy competition among base organizations.

## Squadron challenge

78th Medical Group wins against Robins Chapel.  
54th Combat Communications Squadron wins against 78th Communications Squadron.  
54th Combat Communications Squadron wins against 78th Medical.

## Women's division

**First Match:** Senior Airman Ilinda Price, 653rd Combat Logistics Support Squadron, defeated Staff Sgt. Stephanie Jones, 78th Medical Group.  
**Second Match:** Capt. Banafsche Farid, 78th Medical Group, defeated Airman First Class Amber Frymark, 93rd Maintenance Squadron.  
**Runoff:** Price defeated Farid.  
**Runoff for Third Place:** Frymark defeated Jones.

## Men's division

**First Match:** Staff Sgt. Doug Campell, 78th Medical Group, defeated Andrew Penta.  
**Second Match:** Senior Master Sgt. Tom Wilkey, 653rd Combat Logistics Support Squadron, defeated Staff Sgt. Russell Sims, 78th Medical Group.  
**Runoff:** Campbell defeated Wilkey.  
**Third Match:** Master Sgt. Darrell Skinner, 78th Communications Squadron, defeated Maj. Brian Meier, 78th Medical Group.  
**Fourth Match:** Staff Sgt. Ian Powell, 54th Combat Communications Squadron, defeated Staff Sgt. Scott Dunham, 78th Communications Squadron.  
**Fifth Match:** Senior Airman Randy Powe, 78th Communications Squadron, defeated Staff Sgt. Nathan Hudson, 54th Combat Communications Squadron.  
**Runoff:** Powe defeated Powell.  
**Runoff:** Powe defeated Skinner.  
**Sixth Match:** Senior Master Sgt. Fermon Reid, 653rd Combat Logistics Support Squadron, defeated Staff Sgt. Jeff Kelly, Electronic Warfare Management Directorate.  
**Seventh Match:** Tech. Sgt. Kerry Heard, Reservist assigned to the services division defeated Reid.  
**Eighth Match:** Senior Airman Avery Lee, 78th



U.S. Air Force photo by Sue Sapp

Warner Robins Air Logistics Center Command Chief Master Sgt. Kathy M. Mast, in the center of the mat, takes down her opponent, 93rd Air Control Wing Command Chief Master Sgt. Susan A. Moore.

Communications Squadron, defeated Airman John Marceau, 54th Combat Communications Squadron.

**Ninth Match:** Airman First Class James Parks, 78th Communications Squadron, defeated Senior Airman Eric Cullen, 54th Combat Communications Squadron.

**Tenth Match:** Tech. Sgt. Gary Penta, 19th Air Refueling Group, defeated Airman First Class Mike Stegen, 78th Communications Squadron.

**Eleventh Match:** Airman Antoine Jackson, 78th Communications Squadron, defeated civilian Andrew Penta.

**Runoff:** Parks defeated Lee.

**Runoff:** Jackson defeated Penta.

**Runoff:** Parks defeated Jackson.

**Twelfth Match:** Joshua Thompson defeated Tech. Sgt. John Hammach, 78th Medical Group.

**Thirteenth Match:** Brian McKnight, 78th Civil Engineer Group civilian, defeated Master Sgt. John Hudson, Electronic Warfare Management Directorate.

**Runoff:** McKnight defeated Thompson.

**Runoff:** McKnight defeated Campbell.

**Runoff:** Randy Powe defeated Heard.

## Grand Championship Finals

McKnight defeated Powe for first place.

Heard defeated Parks for third place.

## INTRAMURAL GAMES

Intramural games this week			
Date	Time	Home	Visitor
April 9	6 p.m.	78 MSS	19 ARG
April 9	7 p.m.	OUTLAWS	93 MXS
April 9	8 p.m.	78 CEG	J-STARS
April 9	9 p.m.	78 SFS	78 CS
April 11	6 p.m.	WR-ALC	653 CLSS
April 11	7 p.m.	116 MXS	OUTLAWS
April 11	8 p.m.	78 CEG	78 MSS
April 11	9 p.m.	93 MXS	78 CEG

\*The Over 30 League regular season finished April 3.\*

## Intramural league standings

As of April 1							
Team	Wins	Loss	Tie	PCT	GB	Gave up	Points
5 CCG	10	1	0	.909	—	386	463
78 CEG	11	4	0	.733	1	582	677
78 MSS	8	3	0	.727	2	391	478
OUTLAWS	9	5	0	.643	2.5	599	709
J-STARS	9	5	0	.643	2.5	554	662
653 CLSS	8	5	0	.615	3	611	673
78 SFS	9	6	0	.600	3	611	673
WR-ALC	7	7	0	.500	4.5	645	636
93 ACW	5	7	0	.417	5.5	483	489
93 MXS	3	9	0	.250	7.5	533	378
116 MXS	3	11	0	.214	8.5	663	451
19 ARG	2	10	0	.167	8.5	595	477
78 CS	0	11	0	.000	10	579	482

## Over 30 league standings

As of April 1							
Team	Wins	Loss	Tie	PCT	GB	Gave up	Points
RNCOA	10	3	0	.769	—	504	643
78 MSS	9	3	0	.750	0.5	615	802
5th MOBB	9	3	0	.750	0.5	467	538
78 CEG	7	3	0	.700	1.5	503	568
653 CLSS	8	5	0	.615	2	529	575
HQ AFRC	8	6	0	.571	2.5	625	610
78 SFS	5	7	0	.417	4.5	434	443
78 OSS	3	5	0	.375	4.5	285	172
78 LG	4	9	0	.308	6	763	670
19 ARG	3	8	0	.273	6	522	406
78 MDG	2	9	0	.182	7	499	407
78 CS	2	9	0	.182	7	505	417

Submit sports information to 1st Lt. Bryan Reed in the WR-ALC Public Affairs office, Bldg. 215, Room 106. Submissions are due by 4:30 p.m. Monday for consideration for Friday's paper. Submit stories and stats in person, by fax at 926-9597 or by e-mail at bryan.reed@robins.af.mil.

# Club makes luxury affordable

## Services Marketing

The Armed Forces Vacation Club offers luxury accommodations around the world. All active duty, retired and reserve military, Department of Defense civilian personnel and their dependents of 21 years of age and older can take advantage of resort vacation packages.

Reservations through the Armed Forces Vacation Club run Friday through Friday. Participants may check in on a later day and leave early, but the same fee of \$234 applies. Searching for availability on the Web site at [www.afvclub.com](http://www.afvclub.com) is easily separated into date and regional availability. Resort locations are available in more than 20 countries, and all accommodations are condominium-style units. Some resorts in remote destinations such as Jamaica or Cancun may charge all-inclusive fees, but in such cases all meals and beverages are included.

“The resort we stayed at was unbelievable,” said Sherry Baggerly, who visited

the Orange Lake Country Club resort in Kissamee, Fla. last year with her family. “You really can’t go wrong. There are no hidden costs. One flat rate – that’s all you pay.”

“Outside our front door were 20 tennis courts, and the view from the back porch was a lake and one of four beautifully manicured golf courses. It was like paradise,” Maj. Tim Baggerly said. “We felt guilty for about 45 seconds for getting such a great deal.”

AFVC users can bring friends or family; guests are not limited to eligible users of the program. Most condos have a two- to six-person occupancy.

Reservations can also be

made to transfer to friends or family that are not eligible for AFVC. Sometimes a \$49 transfer fee applies, but with most options the only charge is the \$234 reservation fee. This is a great idea for gifts, drawing prizes or contest incentives.

Visit [www.afvclub.com](http://www.afvclub.com) or call 800-724-9988 for more information and to check out all the resort locations available. When prompted enter the Robins Air Force Base installation number, 79. When booking reservations, go to Robins Information, Tickets and Travel for travel arrangements and receive discounts on airline tickets or rental car service to and from a destination.

## ROBINS BULLETIN BOARD

### Warner Robins VFW holding member drive

The Veterans of Foreign Wars Memorial Post 6605 at 1011 Corder Road in Warner Robins will conduct a membership drive Saturday and Sunday from 10 a.m. to 6 p.m. at Lowe’s Home Improvement and Home Depot. Eligible women will also be recruited at this time for both the VFW and LAVFW. Women are eligible for the LAVFW if their father, husband, or other “first” relatives were eligible to join the VFW.

The VFW membership consists of veterans from World War II, Korea, Vietnam, the Gulf War, Operation Enduring Freedom and all other eligible conflicts. For more information, leave a message for Dennis Solari, public affairs officer at 922-2154.

### ASMC appreciates members at luncheon

The Middle Georgia Chapter of the American Society of Military Comptrollers

will meet Wednesday at 11:30 a.m. in the Robins Air Force Base Smith Recreation Center ballroom, for its monthly meeting. This will be the Annual Membership Appreciation Luncheon. Tickets are \$6.25 for members and \$7.25 for nonmembers. Contact Kathy Piper at 327-1410, Cindy Branham at 926-6615, Capt. Dwayne LaHaye at 327-2954 or Betty Enge at 926-5485.

### Soup labels can help education

Eating soup through April 24 can be a benefit to Robins Elementary School. The Campbell’s Soup “Labels for Education” program can help the school get classroom computers, software, books and other educational tools. Eat soup and other participating Campbell products, save the labels and donate them to Robins elementary and other local schools. Look for signs in the commissary for further information on how to donate labels. No federal endorsement of sponsors intended.

# HONOR ROLLS

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The following were recently awarded local and state Air Force Association awards.

**Maj. Gen. Thomas H. Chapman outstanding product director award**

Maj. Gen. Thomas Chapman Outstanding Product Director – **Col. Gary McCoy**, WR-ALC Avionics Management Directorate

**State award results**

Cargo Aircraft Technician – **Tech.Sgt. James T. Roberts**, 653rd CLSS

Fighter Aircraft Technician – **Tech. Sgt. James R. Nichols**, 653rd CLSS

Outstanding Mission Support – **Maj. Paul Pirkle**, 78th Medical Group

Logistics Achievement Award — **Joint Stars TSSR Team**, WR-ALC Space and Special Systems Management Directorate

Teacher of the Year — **Elvira Flagg**, STARBASE Robins Program, Museum of Aviation



**The Space and Special Systems Management Directorate announces its Patriot of the Quarter winners for the first quarter.**

**Thelma Phillips** won in category 1, GS-03 to GS-07 administrative/technical. She is willing to go the extra mile to ensure tasks are handled expeditiously and with professionalism. She learned and improved upon many of her duties. Phillips proficiently coordinated a multitude of activities over this rating period without a glitch.

**Jeffery Palmer**, Missiles Division, won in category II, GS-09 to GS-13 specialist/professional. He distinguished himself this quarter by stepping in to direct a program that was

struggling technically and was far behind schedule. Through hard work, long hours and perseverance, he was able to complete the remaining technical and contractual hurdles necessary to establish and achieve a valuable operational capability for an important United States ally.

**The Holiday Family Program Team** won in category III, Patriot Team. The members of the team are **Pat Sills, Joy Kimberly, Sheila Rowan, Kim Chastain, Debra Brown, Dianna Vining, Judy Williams, Richard Chapman, Sara Crook, Cheryl Lloyd, Wanelle Collins, Tammy Osgood, Kathy Gochenour**, and **Bob Campbell**.

**Sam Dejarnette** won in category IV, Patriot Contractor. He is the individual that Space and Special Systems Management Directorate internal and external customers consult for support. His efforts have maintained and enhanced Air Force readiness. As the recognized expert on computer security, hardware and software configuration management and information protection programs, he is an invaluable resource to the directorate and divisions he supports.

**William Downs** won in category V, Patriot Trainer. During this period, Downs distinguished himself and the Space and Special Systems Management Directorate by acting as contracting officer and trainer for three trainees, while also training experienced buyers in the implementation of new computer systems. While conducting training, Downs also maintained his own workload and helped support the war fighter by expeditiously awarding surge requirements in 24-hour turn around time as part of Operation Enduring Freedom.

# CHAPEL SERVICES

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**Catholic** Masses are celebrated at the chapel each Saturday at 5:30 p.m., Sunday at 9:30 a.m., and on Holy Days of Obligation at noon and 5 p.m. and Monday through Friday at noon.

The Sacrament of Reconciliation is on Saturday from 4:30-5:15 p.m.

**Catholic** CCD classes for ages 4 through adult meet every Sunday from 11 a.m. until noon — from September through May — at Robins Elementary School.

**Protestant** services take place every Sunday at 8 a.m. inspirational; and 11 a.m. traditional.

**Protestant** religious education classes for people of all ages meet every Sunday — from

September through May — from 9:30-10:30 a.m. in Bldg. 905.

**Jewish** service time is each Friday at 6:15 p.m. at the synagogue in Macon.

**Islamic** Friday Prayer (Jumuah) is each Friday at 1:30 p.m. in the chapel annex Rooms 1 and 2.

**Community fellowship** and Bible study is held at 5:30 p.m. Wednesdays for the following groups: adult mixed, adult singles, adult women, youth and elementary school children. Free dinner is served from 5:30 to 6:30 p.m. Bible study follows.

**The chapel helps with any spiritual needs that arise. For further information, call the chapel at 926-2821.**