

Robins Rev-Up

NOVEMBER 2018

SUCCESS HERE = SUCCESS THERE!



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ROBINS REV-UP

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Lt. Gen. Donald "Gene" Kirkland, Air Force Sustainment Center commander, visits the Air Force Advanced Training and Technology Center-Middle Georgia. The general dropped in on multiple organizations while visiting the base Nov. 28 through 30. For more information, see page 3. (U.S. Air Force photo by **TOMMIE HORTON**)

COMMANDER'S ACTION LINE

ROBINS.ACTIONLINE@US.AF.MIL DSN 468-2886

The Commanders Action Line is an open-door program for Team Robins personnel to give kudos, ask questions or suggest ways to make Robins a better place to live, learn, work and play. The most efficient and effective way to resolve a problem or complaint is to directly contact the responsible organization.

That gives the organization a chance to help you, as well as a chance to improve its processes. If you do contact the Commanders Action Line, please fully explain whom it is you want to recognize and why, what you have a question about, or your suggestion. Discourteous or disrespectful submissions will not be processed. Commander's Action Line items of general interest to the Robins community will be printed in the Robins Rev-Up.

78th Comm Group First Response Center – 478-926-4357 or DSN 468-4357

78th Civil Engineer Service Call Desk – 478-327-7447 or DSN 497-7447

78th Force Support Squadron CC – 478-926-5023 or DSN 468-5023

78th Medical Group Patient Advocate – 478-327-8475 or DSN 497-8475

78th ABW Safety Office — 478-926-6271 or DSN 468-6271

78th Security Forces Squadron CC – 478-926-3212 or DSN 468-3212

Civilian Personnel Customer Service – 478-222-0601 or DSN 472-0601

Comptroller Front Office – 478-926-4462 or DNS 468-4462

Family Housing – 478-926-3776 or DSN 468-3776

Equal Opportunity – 478-926-2131 or DSN 468-2131

Household Goods – 478-222-0114 or DSN 472-0114

Inspector General Complaints – 478-222-0818 or DSN 472-0818

Inspector General Inspections – 478-327-5523 or DSN 497-5523

Sexual Assault Response Coordinator (SARC) – 478-327-7272 or DSN 497-7272

Vehicle Dispatch (Transportation) – 478-926-3493 or DSN 468-3493

SUBMISSION GUIDELINES

The Robins Rev-Up is published electronically the last week of each month. Submissions must be received by 4 p.m. Wednesday, the week prior to publication. They should be emailed to 78abw.pa.office@us.af.mil.

If a more timely submission is needed, it will be posted on the official Robins Air Force Base website at www.robins.af.mil.

Submissions should be of broad interest to the base populace. For information, call 478-926-2137.

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COMMAND MESSAGE



Above: Lt. Gen. Donald "Gene" Kirkland, Air Force Sustainment Center commander, meets with volunteers at the base Airman's Attic.

At left: Kirkland speaks with Airmen from the 78th Medical Group during his visit to Robins Nov. 28 through 30. Kirkland also had breakfast with AFSC enlisted airmen, received an update on program depot maintenance for the E-8C Joint Stars and C-5 Super Galaxy at the WR-ALC, and visited the Thrift Shop and Airman's Attic. (U. S. Air Force photos by Tommie Horton)

Lt. Gen. Kirkland gets inside look at Team Robins

By Jonathan Bell
Robins Public Affairs

Lt. Gen. Donald "Gene" Kirkland, Air Force Sustainment Center commander, was at Robins Air Force Base Nov. 28 through 30, 2018.

In addition to visiting mission areas at the 78th Air Base Wing and Warner-Robins Air Logistics Complex, he visited the Airman's Attic and Thrift Shop.

Interacting with volunteers at local agencies on the base was a highlight for Kirkland.

"The Thrift Shop and Airman's Attic are, without a doubt, two of the best kept secrets on Air Force bases," Kirkland said. "The services they provide to our families are remarkable."

These volunteers help sustain Robins junior Airmen and their households, just as ALC maintainers sustain the vital aircraft of the warfighters.

"These agencies could not exist without the generosity of our Total Force Airmen and the incredible staff, who tirelessly donate time and energy to benefit the installation at large," added Kirkland.

The Robins Thrift Shop offers a variety of goods that can be purchased at a fraction of the new cost, while the Airman's Attic offers many basic necessities for free to enlisted members and their families. Both

services are run primarily by volunteers dedicated to helping families meet their basic needs during times of transition or other challenges they may be facing.

In addition to thanking Robins' volunteers, Kirkland also presented 40-year service awards to three members of Team Robins; Derek Abron, 402nd Electronics Maintenance Group; John Hein, Air Force Sustainment Center; and Richard Smith, WR-ALC Inspector General office.

During his tour of the base, Kirkland was updated on program depot maintenance for the E-8C Joint Stars and C-5 Super Galaxy at the WR-ALC.

The 638th Supply Chain Management Group also provided an immersion tour focused on its mission to deliver life cycle sustainment support for aircraft structural, communications and electronic commodities.

After a breakfast with AFSC enlisted members at Robins, Kirkland received an aerial tour of the installation followed by tours of the 78th Medical Group, Air Force Advanced Training and Technology Center-Middle Georgia and the Veterans Education Career Transition Resource Center.

"It is always inspiring to see the great work being accomplished here," Kirkland said. "We are taking care of the warfighter, and we are also taking care of our people. Team Robins and the supporting community are strong, and the combined contributions to the sustainment enterprise and our Airmen are amazing."



ALC's Workforce Development & Training Section Improves processes through AoP

By Holly Logan-Arrington
Robins Public Affairs

The Warner Robins Air Logistics Complex is no stranger to Art of the Possible.

While the constraints-based, process-improvement tool has been used here since 2012, the ALC's workforce development and training section has been working to apply AoP to its operations since 2014.

Annette Albright, WR-ALC Workforce Development and Training Section training administrator, said her office has applied AoP to three areas — its Training Management, Courseware Development and Instruction elements.

"By November 2014, it was decided to AoP the Structured On-The-Job Training/Special Skills Qualification Triennial Review, formal training plan review and civilian training plan review processes," she said.

The workforce development and training section was the first staff office within the WR-ALC to establish an approved AoP process, the SOJT/SSQ Triennial Review process.

"This process was identified as the gold standard and was benchmarked by the safety, quality, financial management and other staff offices," Albright said. "The SOJT/SSQ Triennial Review process is also used in Central Georgia Technical College's Operations Management 101 course."

During its AoP journey, Albright said the section was able to identify its constraints and map a way to solve problems.

"The main constraint for the SOJT/SSQ Triennial Review machine are the subject matter experts," she said. "Being a SME is not a person's primary duty and, as such, it may be difficult for the SME to find the time to review the SOJT/SSQ. When the machine was first developed, the SME was required to 'touch' the SOJT/SSQ 3 times. In September 2016, after utiliz-

ing elements from the AoP system with all the stakeholders, to include SMEs, the process was changed so that SMEs only had to 'touch' the SOJT/SSQ once."

Albright said AoP has allowed her section to standardize all of its processes.

"It has provided us the opportunity to educate our customers on our processes and their role in those processes," she said. "It has allowed our customers to tell us exactly what is important to them. Depending on the urgency of the requested project, it may be inducted into a machine immediately, or can wait until the manning is available to staff that project."

AoP has helped identify what the section's workload is currently and what the next few years are going to look like.

"By understanding what our workload is, we are also able to determine if our manning is at a level to sustain that workload," Albright said. "It has actually helped the section increase its manning due to the increase of new hires to the WR-ALC, which means more people to track and train."

Albright said the section has come a long way since AoP was first introduced.

"We started with three machines and have grown to nine machines with a new one being developed," she said. "All machines have a matching process guide that were required to be developed in 2016. It has been identified over the last two years that many of our process guides are very basic in nature and don't provide enough guidance to help the user take a project from induction to completion successfully. So, the next improvement for the section will be to review all of the process guides not with the process owner in mind, but the process user."

To learn more about AOP, read the Art of the Possible Handbook online by visiting:

http://static.e-publishing.af.mil/production/1/af_sustainment_ctr/publication/afsch60-101/afsch60-101.pdf



Pedestrian safety is a two-way street

By Holly Logan-Arrington
Robins Public Affairs

Pedestrian safety is a two-way street. That's according to the American Automobile Association. Quenna Davis-Martin, Occupational Safety and Health specialist in the 78th Air Base Wing Safety Office, said drivers should remain aware of their surroundings, including those on foot, bicycle or otherwise.

"As a vehicle operator, when approaching a crosswalk, begin to anticipate a pedestrian is crossing the street and reduce your speed," she said. "After scanning left and right of the crosswalk, if no pedestrian is visible, continue to drive at the posted speed limit. However, if a pedestrian is present, come to complete stop, get eye contact with the pedestrian, and allow them to cross the street, then continue to drive at the posted speed limit."

Likewise, Davis-Martin said pedestrians must remain alert as they're out and about.

"As a pedestrian, it's your responsibility before entering the crosswalk, to look both ways for vehicle traffic," she said. "If a vehicle is approaching, get eye contact with the operator, make sure they come to a complete stop, then proceed across. During

hours of darkness, follow the same procedures and also wear some type of light colored clothing or reflective material for visibility. Practice good cross walking procedures: look left, look right, and look left again."

Distracted driving is a danger to both drivers and pedestrians, Davis-Martin said.

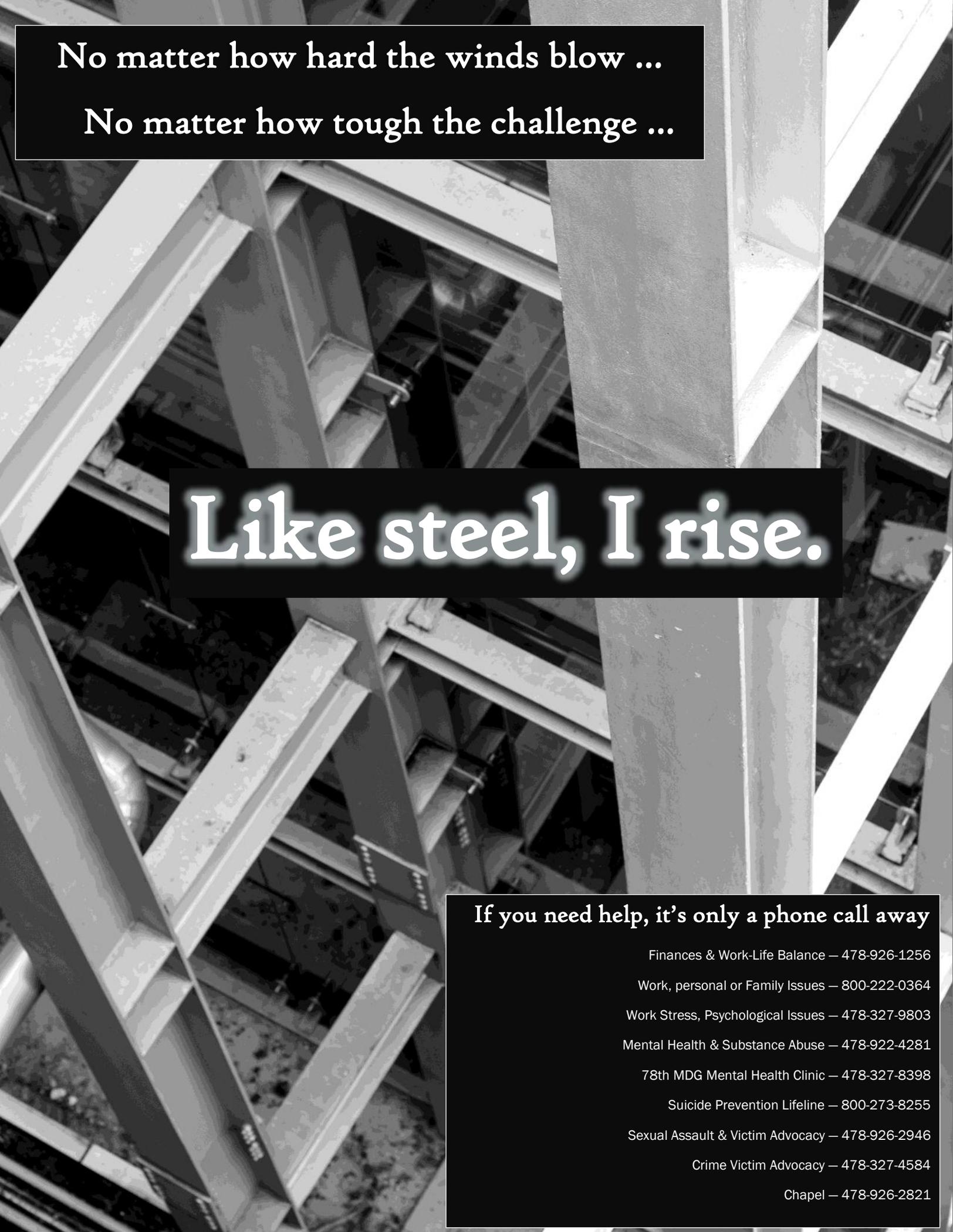
"Cell phones are the number one cause of distraction for both drivers and pedestrians," she said. "The advent of the smartphone has resulted in a sharp increase in distracted driving. Drivers today will often engage in texting, emailing, surfing the web, posting on social media, and others. All these actions are extraordinarily dangerous. It pulls the driver's eyes and attention off the road and the hands off the steering wheel, increasing the likelihood of serious accidents."

Davis-Martin said pedestrians can also increase their risk of being hit by a car if they use their smartphone device while walking.

"Looking down at a cell phone might result in a pedestrian walking out into traffic, ignoring a traffic signal, or even stumbling into the path of an oncoming vehicle," she said.

State traffic laws are applicable to on base roadways and crosswalks where both drivers and pedestrians could face fines.

For more information on pedestrian safety, call 78th Air Base Wing Safety Office at 478-926-6271.



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Work Stress, Psychological Issues — 478-327-9803

Mental Health & Substance Abuse — 478-922-4281

78th MDG Mental Health Clinic — 478-327-8398

Suicide Prevention Lifeline — 800-273-8255

Sexual Assault & Victim Advocacy — 478-926-2946

Crime Victim Advocacy — 478-327-4584

Chapel — 478-926-2821