



General Support Center – Europe





**DIN EN ISO
9001 : 2000**



CERTIFICATE

The TÜV CERT Certification Body
of TÜV Hessen

hereby certifies in accordance with
TÜV CERT-procedures that



Headquarters
General Support Center - Europe
67657 Kaiserslautern



has established and applies a
quality management system for

Military Logistics Management
and
Military Activities Management Services

An audit was performed, Report No. 4098 7137
Proof has been furnished that the requirements according to

DIN EN ISO 9001 : 2000

are fulfilled. The certificate is valid until 30. June 2006

Certificate Registration No. 73 100 1168



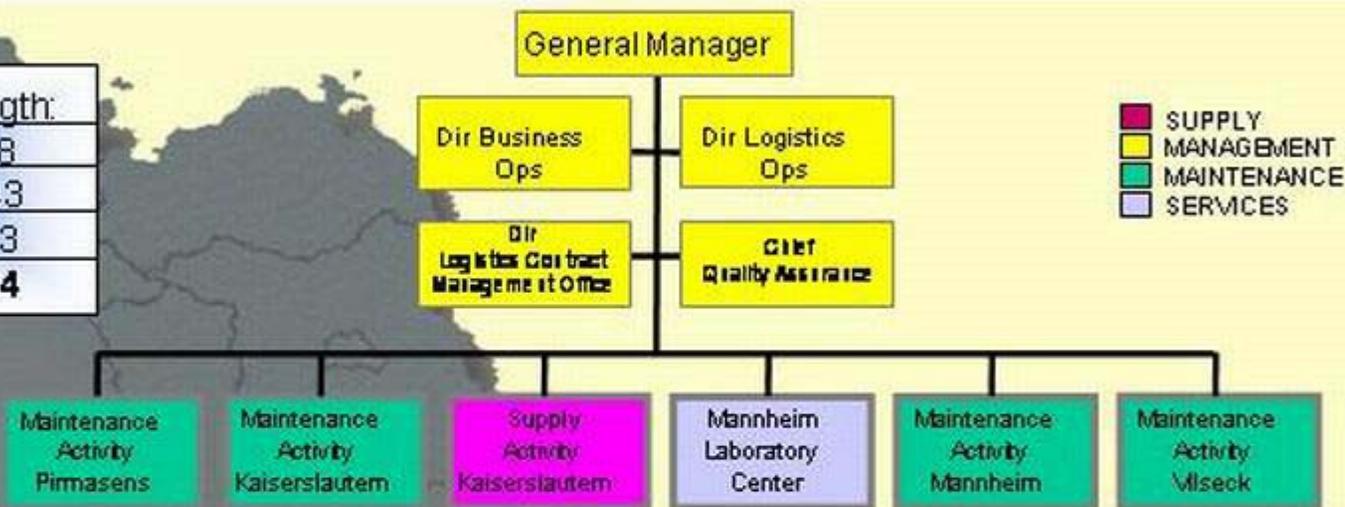
Validity until 30.06.2006
www.tuv-cert.com
certidat@cert.com

O. Maier
TÜV CERT Certification Body
of TÜV Hessen



MISSION AND STRUCTURE

Personnel Strength:	
Mil:	18
DA Civ:	43
LN Civ:	1,653
	1,724



- SUPPLY
- MANAGEMENT
- MAINTENANCE
- SERVICES



Provide theater sustainment, a theater sustainment base, and force projection support by providing logistical services to Army, Joint, Combined, and multinational forces in support of USAREUR and Combatant Commanders.



SUPPLY SUPPORT

**FY 03
REDISTRIBUTION
VALUE
>\$ 150 M**

**>75%
OF ALL
THEATER
REFERRALS**

**CENTRAL
DISTRIBUTION OF
OCIE**

**CENTRALIZED
THEATER
RETENTION
ACCOUNT**

**THEATER
STORAGE**

RETROGRADE

**CWT <7.5
DAYS**

**ONLY SITE
IN COMPLIANCE
WITH HN
HAZMAT RQMTS**

**Executed by:
Supply Activity
Kaiserslautern**



SUPPORTS CONOPS

SUPPORTS READINESS

**ONLY GS SUPPLY
CAPABILITY
LEFT IN USAREUR**

**INCREASED
RESPONSIVENESS**



MAINTENANCE SUPPORT

DIRECT SUPPORT AND MAINT OVERFLOW

- Tracked and Wheeled Vehicles
- Communication and Electronics Equipment

READINESS

CONTINGENCY SUPPORT

- All Equipment in support for deployment
- Services to support deployment

DEPLOYABILITY

Performed by:



Maint Act
Pirnasens



Maint Act
Vilseck

+ all others
as required

**AVERAGE
PLANT RATE:
\$39**



MAINTENANCE SUPPORT

**GS REPAIR AND
REFURBISHMENT
PROGRAM**

- Tracked and Wheeled Vehicles
- Communication and Electronics Equipment
- Bridging
- Shelters

**SUSTAINMENT
SERVICE LIFE
READINESS**

**COMPONENT
REBUILD UNDER
NPO**

- Automotive Components
- Electronics Components

**ENHANCES
READINESS**

Performed by:



**Maint Act
Kaiserslautern**



**Maint Act
Pirmasens**



**Maint Act
Vilseck**



**Maint Act
Mannheim**



MAINTENANCE MANAGEMENT

REQUIREMENTS

MAINTENANCE
REQUEST DA 2407
OR FUNDED MIPR



FY03: 9,831 ea
Components &
End Items

DEMANDS

Leverage Buying Power * Ensures Uniform Standards * Relieves Customers from Burden

GSC-E

VALIDITY
CHECK

CAPABILITY
AVAILABLE

BEST
VALUE

ORGANIC
or
GOVERNMENT
FACILITIES

Logistics
Contract
Management
Office

CONTRACT

CORIDAR

Contract Volume
FY 03: \$ 138M

First Year of LoCMO
AVG : 20% Cost
Avoidance



CONTINGENCY SUPPORT

GSC-E FORT TO PORT SUPPORT

Total of 120 personnel

Deployment Processing Center Stations 4 & 5: Maintenance & Frustrated Cargo

24 personnel

- ❖ 24 Hours Operation
- ❖ 2 shifts - 2 Teams



BPT: ISA Support Wilsack, Kitzingen, Katerbach, Schweinfurt, Bamberg

60 personnel

- ❖ 24 Hours Operation
- ❖ Total: 10 Teams/2 shifts



BPT: Barge Site Support Aschaffenburg, Bamberg

24 personnel

- ❖ 24 Hours Operation
- ❖ At each Site 4 Teams/2 shifts
- ❖ Recovery Service



Port Operation

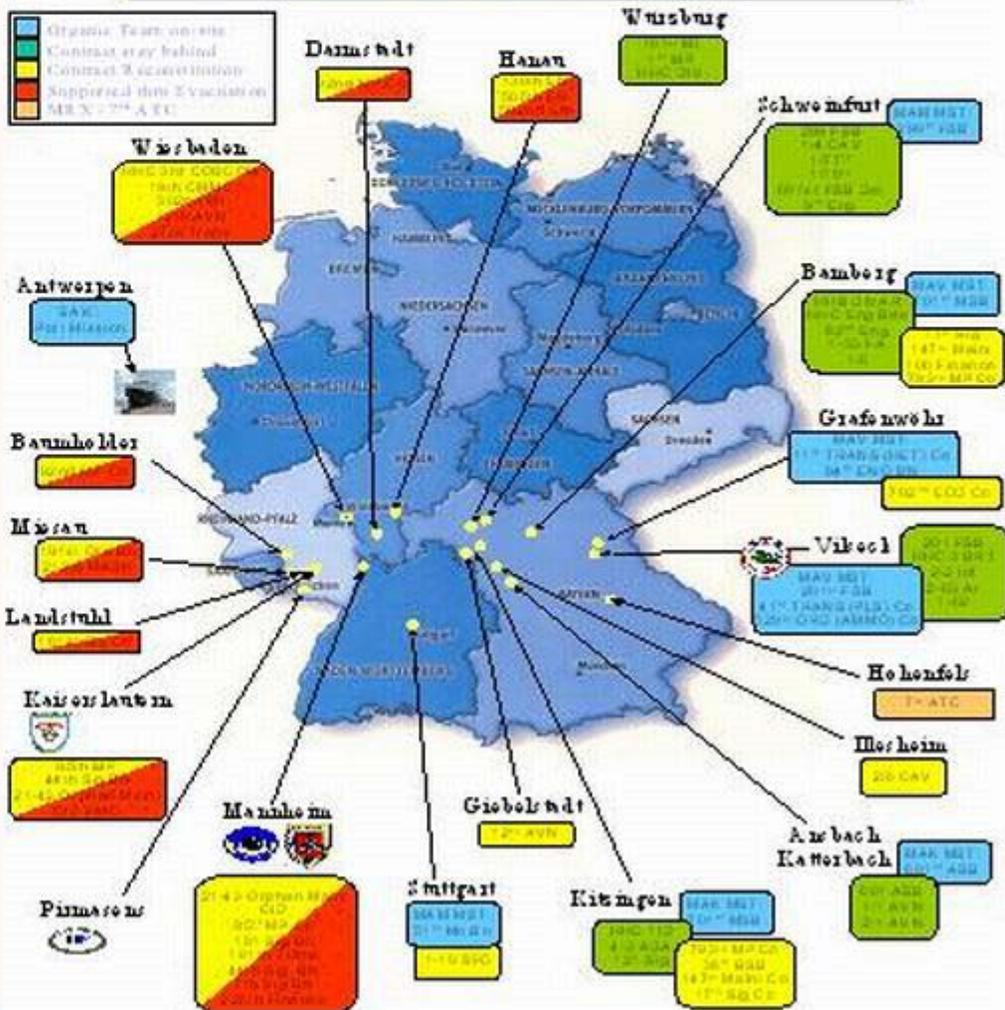
Antwerpen / Bremerhaven

12 personnel (1 Port)

- ❖ 24 Hours Operation
- ❖ At each port: 2 shifts - 2 Teams



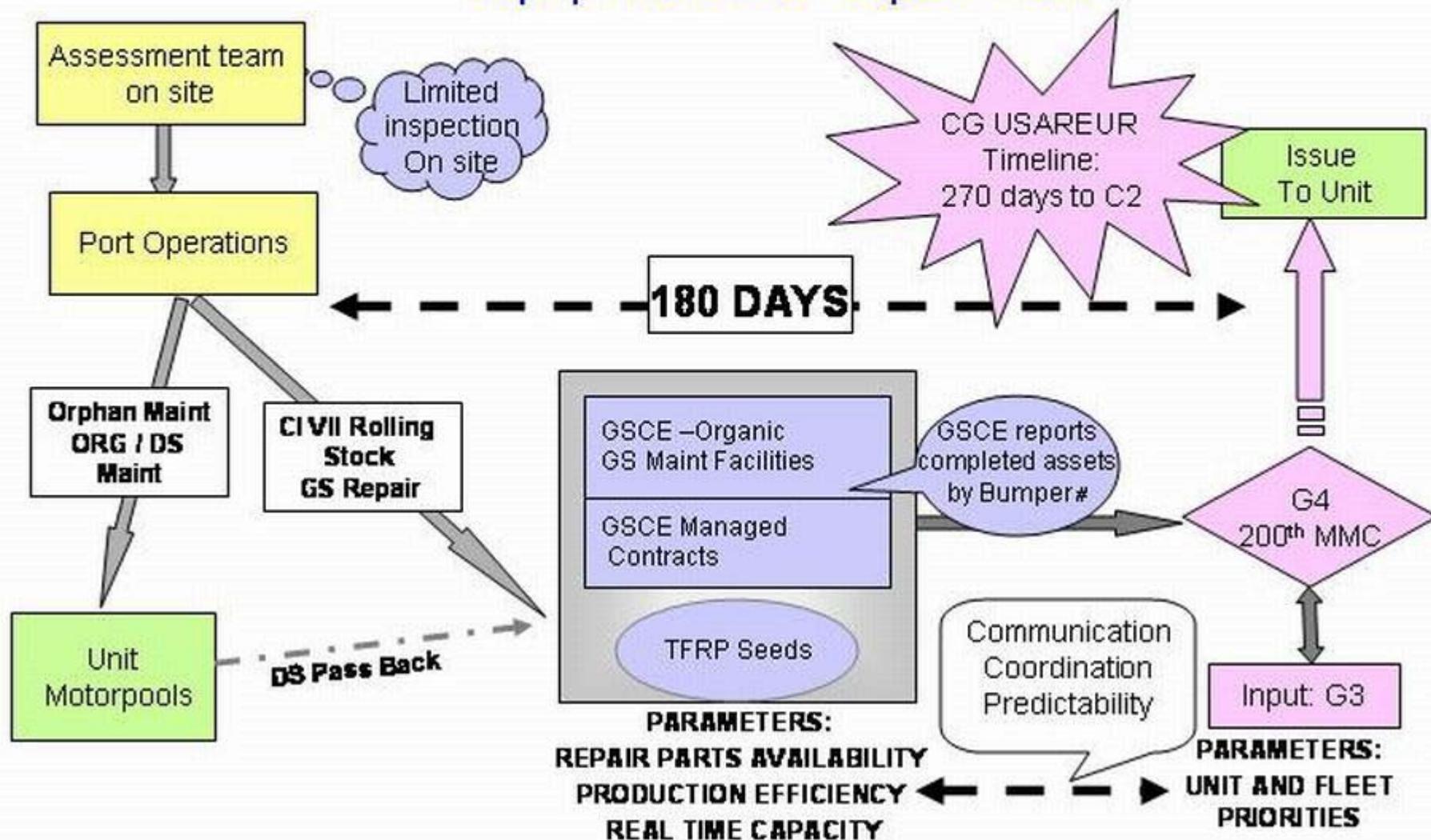
GSC-E FOOTPRINT





EQUIPMENT RECONSTITUTION

Equipment and Repair Flow





UNIQUE FUNCTIONS AND SERVICES



- ARMY OIL ANALYSIS PROGRAM



- MATERIAL TESTING



- DEPLOYMENT LIFE SUPPORT



MISSION ESSENTIAL TASK LIST

- ❖ **PROVIDE THEATER SUSTAINMENT**
- ❖ **SUPPORT FORCE PROJECTION**
- ❖ **PROVIDE QUALITY PRODUCTS & SERVICES**
- ❖ **ENSURE WELL-BEING OF WORKFORCE**
- ❖ **DEVELOP LOGISTICS PROFESSIONALS**



OUR COMMITMENT TO QUALITY

PUTTING CUSTOMER FIRST

Customer Assistance and Customer Complaint Team

- **On site within 48 hours**
- **Valid complaint = free rework**
- **Technical consulting and advice**
- **Our interface to the customer**

**122 VALID
COMPLAINTS
AGAINST 9,831
ITEMS**

QUALITY MANAGEMENT

ISO 9001:2000 certified

- **Meets commercial industry standard**
- **All processes documented**
- **Compliance in execution**
- **Closed loop QM system for entire organization**
- **Unique within Army**



GSC-E ON A GIVEN DAY

1978 Supply Receipts = 35 trailer loads

2325 Supply Shipments = 20 trailer loads

508 Oil samples analyzed

**44 Trucks, Trailers, Engines,
Component completed each day**

\$138M in contracts managed

40 Personnel deployed

Organic facilities:
>12,000Mhrs
against 1 valid
QDR



FOR READINESS AND SUPPORT TO THE USAREUR SOLDIERS



General Support Center – Europe

