



Management Assistance Division

FMAT OBSERVATIONS FY02 EXECUTIVE SUMMARY

16 October 2002

Army Center of Excellence, Subsistence



Management Assistance Division

Army Food Management Information System

- **System Operation at the Operator and Installation Level**
 - DFAC consolidation reduced opportunities to work/manage system.
 - Formal training only available at school house (BNCOC/ANCOC/FSM/WOBC).
 - No longer testing critical skills.
 - Formal OJT program not manageable for this skill at DFAC.
 - End User Manual not reaching customer.
 - Most not familiar with current system.
- **Fixes**
 - Develop (basic/advanced) self-paced web-based (AKO) instruction course (DFO/IFA/TISA) and provide to students at school.
 - Professionally developed problem-solving interactive AFMIS CD for fielding to 92G 20/30/40.



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Subsistence Prime Vendor Program

- **Vendors Partnering with Installation Food Advisors**
 - Partnership program has lost focus. Vendors not coordinating with IFA.
 - House labels being pushed, vendor mark-ups added to brand names making them uncompetitive in some cases. Houses trying to restrict product additions.
 - Point of sale support offered grudgingly by vendors.
 - Catalog maintenance problems noted weekly; this affects price and unit of issue.
- **Fixes**
 - DSCP formally restate the objectives of the partnership program to DOD community and vendors.
 - Account managers increase communications with IFA and customers, closer monitoring of catalog weekly updates by DSCP.
 - Initiate regional subsistence review committee, ACSIM, IFA's, DSCP, ACES to determine best value and central regionalized purchasing of core menu items.



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Contracting Operations

- **PWS/QASP developed by untrained personnel without consulting DA prototypes.**
 - COR/QA performance evaluations subjective, not based on contract prototype standards.
 - Government/contractor tradeoffs of services.
 - Government paying for the delivery of services not provided by contractor.
 - FSS/MFP contractors purchasing significant quantities of commercially pre-prepared heat and serve products, menu standards not followed, menus offered consist mainly of low cost items. Labor costs avoided by contractor.
 - Work statements overstating actual needs of the installation (Baking vs. Commercial).
- **Fixes**
 - G4 restate requirement to the field that all FS contracts must conform to DA prototype as a minimum.
 - Add delivery of FS contracted services to installation ISR. G4 require annual Installation review of services provided and must include staff member from Internal Review.
 - Train and certify COR / QAE.



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Inventory Management

- **Excessive Inventory Being Maintained in Dining Facilities**
 - Inventories levels not linked to actual production requirements. Large inventory used as substitute for practical management of menus and food production.
 - Significant quantities of products in stock that can not produce actual meals.
 - Aged out of date items maintained in inventory to offset account expenditures.
 - Significant quantities of breads, fresh fruits and vegetable lost to age.
- **Fixes**
 - G4/ MACOM/ IFA establish stockage objectives standard based on policy guidance and real time mission.



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Training Management

- **Who's Checking Current state of Training at DFAC?**
 - **Formal on the job training programs are nonexistent or exist on paper only. Not really checked by supervisory staff in many cases.**
 - **Gray area on who is responsible for program. Installation FA / Division FA / MACOM FA? Current FM out of date. Address's OJT as a concept. Assigns responsibility of training to commander /food advisor/NCOs.**
 - **Consolidation has limited training opportunities for senior NCOs.**
 - **Lack of available menu development and purchasing education.**
- **Fixes**
 - **MACOM direction, guidance needed until FM fixes can be developed. All FA's should collaborate on development of real-time OJT and developmental skill training should be mission focused.**