



**DoD Maintenance Symposium  
Linking Depot Customer Demand with  
Supply**

**CAPT Mike Kelly  
COMNAVAIRFOR Force Material  
“A Customer”**



# What does the Customer Think?



- Metrics
  - Yours, Mine, & Ours
- Perspective
  - Leverage the one function DLA can perform that no customer can perform
    - “What can I see that others can not see?”
- Last Mile, Last Yard (or meter)
  - How can you enable our success inside the fence line?
- Velocity vice Inventory
  - I’ll never be in Vegas on Celebrity Poker
- Better Business Model for Better Outcomes
  - My NOR is ~~your NOR~~ our NOR!